

To: All Providers

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Date: October 3, 2025

Subject: Perception of Care Survey-With Deepest Gratitude; Medicaid Rebase Rate Reductions; Behavioral Health Urgent Care Open House; Tailored Plan/PIHP Provider Manual; Root Cause Analysis (RCA) in Transitions to Community Living (TCL) Housing; NC Tracks Quick Links; NCDHHS Credentialing Committee; Request for Proposal-Guilford County Behavioral Health Center; DCW Reporting Network Communication; Children and Families Specialty Plan Launching Later This Year; Site Visit Guidance for Physical Therapists; NC Medicaid Help Center & Provider Ombudsman; Upcoming Post Disaster Simulation Opportunities; Vacancy on Trillium's Provider Council; Taxonomy Verification; Trillium Family Weekends at Victory Junction; Provider Directory and NCTracks Data; Upcoming Supporting Children Early Simulations November and December; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

PERCEPTION OF CARE SURVEY-WITH DEEPEST GRATITUDE

The Perception- of Care Survey administration period officially closed on September 24, 2025, and we want to extend our sincerest thanks to each and every provider who supported members in completing the survey. Your dedication, time, and encouragement made a tremendous difference — thanks to your efforts, we exceeded the required participation numbers across all survey types.

This achievement is a direct reflection of your commitment to quality care and collaboration. Once we receive the data from the State, we will share the results on our website so you can see the impact of your contributions.

We are truly grateful for your partnership and continued support. If you have any questions related to the surveys, please don't hesitate to reach out to us at Surveys@TrilliumNC.org.

Thank you for all that you do!

MEDICAID REBASE RATE REDUCTIONS


The North Carolina Division of Health Benefits (DHB) provided official notification to Trillium Health Resources regarding changes to NC Medicaid fee schedule rates effective October 1, 2025. Trillium will be implementing the Medicaid rate cuts as directed by NC Medicaid on November 1, 2025; however, the implementation will be retroactive to the NC Medicaid effective date of October 1, 2025. Any claims submitted for dates of services in October of 2025 but paid at the previous rates will be recouped and paid at the October 1, 2025, Medicaid rates. Rate decreases will be applicable to all Medicaid rates per NC Medicaid guidance including client- specific and other enhanced rates.

Trillium is still in the process of determining the impact to In Lieu of Service rates based on an assessment of cost effectiveness.


Please [click here](#) for additional information related to the reduction amounts by service category. Trillium understands the challenges this creates for our provider community, and we will continue to advocate to reverse this decision. We will strive to make this process as seamless as possible for providers. Any questions related to this communication can be submitted using this link: [Provider Questions-Rate Reductions](#).


Thank you for all that you do to support Trillium members!


BEHAVIORAL HEALTH URGENT CARE OPEN HOUSE




OPEN HOUSE
Integrated Family Services
Behavioral Health Urgent Care

 **Monday, October 20, 2025**


 **2:00 p.m. – 5:00 p.m.**


 **3005 Stantonsburg Road, Greenville, NC**

 **Tour Our New Facility** **Learn About Services**

Guided tours every 30 min:
2:00 • 2:30 • 3:00 • 4:00 • 4:30

- Immediate behavioral health support for children & adults
- Crisis stabilization & next-day follow-up connections
- Partnerships with schools, hospitals, law enforcement and community providers

 Join us to see how a BHUC is transforming access to behavioral health crisis care in our communities.

 Funding provided by Trillium Health Resources

The Open House is open to everyone! A Special invite to the individuals from Tailored Care Management, the ED Management Team, and other staff who work alongside Integrated Family Services to serve individuals in the community!

TAILORED PLAN/PIHP PROVIDER MANUAL

Trillium Health Resources has updated the Tailored Plan/PIHP Provider Manual. A redline version has been posted on our website under “Provider Documents & Forms” for your review. [Click here](#) to view the manual.





ROOT CAUSE ANALYSIS (RCA) IN TRANSITIONS TO COMMUNITY LIVING (TCL) HOUSING

As part of Trillium’s commitment to the Olmstead Settlement Agreement, a top priority is ensuring that members with disabilities are fully integrated into their communities and supported in maintaining permanent housing. To achieve this goal, Trillium has established a policy to carefully review housing separations for TCL members when they occur due to significant negative events.



This review takes place through the Root Cause Analysis (RCA) process, which helps identify underlying issues, develop action plans, and implement strategies to prevent future disruptions in housing stability. The RCA process ensures that each separation is fully examined, keeping members’ long-term stability at the center of care.

EVENTS THAT TRIGGER AN RCA

For TCL members, an RCA is conducted when any of the following occur:

-  Housing separation due to member death
-  Housing separation due to Level 3 incident
-  Loss of housing resulting in homelessness
-  Return to or new admission to an Adult Care Home (ACH)

THE RCA PROCESS

-  Initiation: When a significant negative event occurs, Trillium TCL staff complete an internal report and notify Trillium’s Quality Management (QM) Department, initiating the RCA process.
-  Review: For events involving death or Level 3 incidents, QM retrieves and reviews the IRIS report. For homelessness or admission to an ACH, QM will email the provider and request completion of the Provider Event Reporting Form within 3 business days. (These events typically do not require IRIS reports.)

- 🌱 **Provider Role:** Provider feedback through either the IRIS report or Provider Event Reporting Form is critical. It gives valuable perspective on the circumstances surrounding the housing separation and helps inform Trillium's review.

By working together in this structured process, we can reduce the likelihood of housing disruptions and strengthen long-term community integration for TCL members.

For questions about the RCA process, please contact RCA@TrilliumNC.org.

NCTRACKS QUICK LINKS

- 🌱 [Request for Applications Information Session- \\$6M Available for Community Based Substance Use Services](#)
- 🌱 [Collaborative Family Healthcare Association Integrated Care Conference Comes to Raleigh](#)
- 🌱 [Side by Side with DMH/DD/SUS Celebrating Substance Use Prevention Month in North Carolina](#)
- 🌱 [State Consumer and Family Advisory Committee](#)
- 🌱 [DMH/DD/SUS Fireside Chat with Kelly Crosbie How Inclusion Connects is Making a Difference](#)
- 🌱 [Inclusion Works Lunch & Learn Empower to Work- Abound Healthcare](#)

REMINDERS

COMING SOON: NCDHHS CREDENTIALING COMMITTEE

The North Carolina Department of Health and Human Services (NCDHHS), through General Dynamics Information Technology (GDIT), is preparing to launch a new **Credentialing Committee** on September 28, 2025, with the first Committee meeting scheduled for October. 8, 2025. This committee will be responsible for reviewing provider files that contain flagged items for disposition of their enrollment, reenrollment and recredentialing applications as well as items discovered through ongoing monitoring. This will apply to all providers enrolling with the following health plans:

- 🌱 NC Medicaid

- 🌱 Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS)
- 🌱 Division of Public Health (DPH)
- 🌱 Office of Rural Health (ORH)
- 🌱 NC Medicaid Managed Care health plans

COMMITTEE MEMBERSHIP

The Committee is comprised of the following voting members:

- 🌱 One Medical Director (employed by GDIT)
- 🌱 Two NC Medicaid representatives
- 🌱 One representative from each unique managed care health plan
- 🌱 Multipayer (DMHDDSUS, DPH and ORH) representatives

In addition, non-voting participants, such as Peer Review Specialists applicable to provider types scheduled for discussion, will be invited to participate when needed.

REQUEST FOR PROPOSAL- GUILFORD COUNTY BEHAVIORAL HEALTH CENTER

The deadline for the Request for Proposal (RFP) for the Guilford County Behavioral Health Center has been extended to October 15, 2025, with updated requirements. Please visit the following link to learn more about the Request for Proposal and view the document for information regarding the updated requirements under the [Proposal Evaluation Information section](#) here.

DCW REPORTING NETWORK COMMUNICATION

Following the passage of the 2023 Appropriations Act, Session Law 2023-134, North Carolina Medicaid established a process for eligible Medicaid providers to submit required information to participate in the Innovations Direct Care Worker (DCW) provider rate increase that was intended to support increased DCW wages.

If your organization receives DCW funding, you are required by state law to submit an annual report detailing how those funds were spent. This ensures the funding was used appropriately to support your DCW staff. Please review the Innovations DCW Wage

Increase Attestation and Acknowledgment Form, which outlines the types of documentation you can submit to verify expenditures.

Important: To remain in compliance and avoid potential recoupment of funds, your completed report for State Fiscal Year 2025 (ending June 30, 2025) must be submitted no later than September 30, 2025.

To further assist you, we've included additional links to resources:

- 🌱 An [Example Innovations DCW Wage End-of Year Summary Report](#) for guidance.
- 🌱 An [Editable Innovations DCW Summary Report](#) of the summary report for your use.

Please submit your completed Summary Report in Excel format to RatesFinance@TrilliumNC.org.

If you have any questions, feel free to reach out to the same email address.

CHILDREN AND FAMILIES SPECIALTY PLAN LAUNCHING LATER THIS YEAR

The Children and Families Specialty Plan (CFSP) is a first-of-its-kind statewide health plan to ensure access to comprehensive physical and behavioral health services for NC Medicaid-enrolled children, youth and families served by the child welfare system (e.g. foster care) with seamless, integrated and coordinated care. The first CFSP contract was awarded to Blue Cross Blue Shield NC after a competitive selection process, and the term will last four years. The plan, named Healthy Blue Care Together (HBCT), will go live on December 1, 2025.

- 🌱 Providers should review the [What Providers Need to Know Before Children and Families Specialty Plan Launch \(Part 1\) fact sheet](#) for more information about impacted Medicaid beneficiaries, key dates, and contracting.
- 🌱 HBCT has their own provider contract template and process, making it imperative for providers serving impacted beneficiaries to initiate contact.
- 🌱 For additional information about CFSP, please visit the [Children and Families Specialty Plan webpage](#).

SITE VISIT GUIDANCE FOR PHYSICAL THERAPISTS

Physical Therapists who are enrolling with NC Medicaid are categorized as moderate risk, which generally requires a site visit. However, there are special provisions when the individual enrolling with a Physical Therapist taxonomy is affiliating to an organization billing on their behalf.

In the NCTracks application, Physical Therapists must answer questions regarding site visits. When prompted, those enrolling with Taxonomy 225100000X are advised to:

- 🌱 Answer "No" to "Have you completed the Federal site visit for this site to NC Medicaid, another state or Medicare?" **when** the individual is **not** billing under their individual NPI and the application includes an affiliation to an organization.
- 🌱 This will trigger a manual review and will prompt a site visit only when deemed necessary.

Note: This instruction is **only applicable** to Physical Therapist enrolling with an Individual enrollment type.

NC MEDICAID HELP CENTER & PROVIDER OMBUDSMAN

The Provider Ombudsman is separate from the managed care health plans' issue resolution processes and should be used only after contacting the health plan(s) or seeking information and guidance through the [NC Medicaid Help Center](#).

- 🌱 Inquiries may be submitted to Medicaid.ProviderOmbudsman@dhhs.nc.gov or by calling the Provider Ombudsman at 1-866-304-7062.
- 🌱 The health plan grievance and appeal process for providers can be found in the health plan's Provider Manual, linked on the [Health Plan Contacts and Resources webpage](#).

UPCOMING POST-DISASTER SIMULATION OPPORTUNITIES

In this Post Disaster Simulation, you will learn about the importance of being prepared. This journey walks you through the weeks following a disaster.

Participants will experience what it's like navigating life after disaster and the many barriers faced. It also highlights the added struggles for individuals living with mental illness, developmental disabilities, and/or substance use disorders.

Thursday October 21, 2025

Check-in: 8:30 a.m.

Event time: 9:00 a.m.-12:00 p.m.

Onslow County Emergency Operations Center

1180 N. Commons Dr.

Jacksonville, NC 28546

[Register today and secure your spot](#)

Free and Open to the Public with Light refreshments provided.

VACANCY ON TRILLIUM'S PROVIDER COUNCIL

The Provider Council has a seat available for a hospital representative. There is only one seat on the council to represent the five regions, so we will accept applications from any hospital in the Trillium Network. The deadline for applying will remain open until it is filled.

Applications can be found on the Trillium website and should be sent to the Provider Council President, [English Albertson](#). All applications will be forwarded to the Nominating Committee of the Provider Council to ensure that eligibility criteria are set forth in the bylaws and any Provider Council resolutions are met. Once this process is complete, the Nominating Committee will present the hospital representative nominees to the Provider Council for a vote.

To learn more about Trillium's Provider Council, please visit our [Provider Council webpage](#).

TAXONOMY VERIFICATION

We would like to bring your attention to several updates regarding the Provider Permission Matrix. Please note that Taxonomy Code 261QR0401X has been removed from the Provider Permission Matrix, and Taxonomy Code 261QM0850X is only a State-funded allowable code. Medicaid has been removed.

It is the responsibility of the Provider to ensure an Active Allowable Taxonomy is in NC Tracks under the Provider NPI(s) Service Site Location(s).

NC Tracks posts updated Taxonomy Code Changes in the Provider Permission Matrix. Please ensure to review this periodically to ensure there will be no claims payment interruptions.

The Provider Permission Matrix, as well as a Provider Permission Matrix Instructions job aid are available on the [NCTracks Provider Enrollment](#) webpage.

TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

October 31 – November 2, 2025 | Application Deadline: October 17, 2025

Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will take advantage of the camp's inclusive environment and diverse amenities. Join us on a family weekend this fall in Randleman, NC.

The weekend is a unique experience for families to connect. Campers of every ability can feel fully empowered. Victory Junction adapts activities for every need. The camp's amazing staff are familiar with hosting Trillium families. They even accommodate special diets. There is no cost to attend.

Open to all Trillium members and their families or natural support, regardless of age or diagnosis.

Come experience the magic of camp with us! Spots are limited! Complete the [Fall 2025 Interest Form](#) to begin your application. Visit the [Victory Junction Family Weekends Webpage](#) to learn more!

Covid-19 Statement: The COVID-19 vaccination is optional for campers and their families. Victory Junction highly recommends proof of a COVID-19 vaccination. This includes each person attending your party, ages 5 and up, who will be on-site during the family weekend. Self-pre-testing and reporting will be required for all within 48 hours of check-in.

PROVIDER DIRECTORY AND NCTRACKS DATA

Trillium encourages all provider agencies to regularly review and update their provider information in NCTracks. The data in NCTracks is used to populate Trillium's Provider Directory, which is a vital resource for members, families, and stakeholders. Thank you for your continued commitment to maintaining accurate and up-to-date information on the Directory. For any questions related to Trillium's Provider Directory, please contact TrilliumProviderDirectory@TrilliumNC.org.

UPCOMING TRILLIUM REENTRY AND SUPPORTING CHILDREN EARLY SIMULATIONS NOVEMBER AND DECEMBER!

Supporting Children Early Simulation opportunities being offered from September through December!

These events are free and open for anyone to attend. Please share the information with your contacts!

RE-ENTRY SIMULATIONS:

🌱 [Dare County](#)—November 5, 2025

SUPPORTING CHILDREN EARLY SIMULATIONS:

🌱 [Sampson County](#)—November 13, 2025

🌱 [Edgecombe County](#)—December 4, 2025

PROVIDER MY LEARNING CAMPUS REMINDER

To find updated and current Provider Trainings, please visit:

[Provider My Learning Campus](#) or [this list of provider trainings](#).

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for anyone to report suspected violations of potential fraud, waste and abuse, or confidentiality issues. You can access EthicsPoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll-free: 1-855-659-7660.