

To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
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Date: October 14, 2025

Subject: Provider Training Needs Assessment Survey; Culturally & Linguistically Competent Care-Training Alerts & Updates; Roadmap 2 Ready: October 2025; Reminder: Hospital at Home Program Ended on Sept.30, 2025; Update to SSN Verification Requirements; Updated 1915(i) Assessment Reminder; NCDHHS to Launch the Children and Families Specialty Plan; Stakeholder Engagement/Behavioral Health Clinical Coverage Policy Updates; NC Tracks Quick Links; Perception of Care Survey-With Deepest Gratitude; Medicaid Rebase Rate Reductions; Tailored Plan/PIHP Provider Manual; Root Cause Analysis (RCA) in Transitions to Community Living (TCL) Housing; 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



Provider Training Needs Assessment Survey

About
Trillium's annual Provider Training Needs Assessment Survey gathers input to develop relevant, accessible training that strengthens provider performance, clinical quality, and compliance. Your feedback helps us tailor learning resources to support excellence in care delivery and readiness for Tailored Plan implementation.

Why Your Input Matters

- Identifies emerging clinical and operational training priorities.
- Enhances training delivery to better fit your agency's needs and workflow.
- Expands opportunities for partnership and pilot participation.
- Aligns provider learning with Trillium's Strategic Plan pillars.

Needs Assessment Survey

Available starting Monday, October 13, 2025

Questions? Please email the.training@trillium.org

PROVIDER TRAINING NEEDS ASSESSMENT SURVEY

The Trillium Annual Provider Training Needs Assessment Survey gathers input to develop relevant, accessible training that strengthens provider performance, clinical quality, and compliance. Your feedback helps tailor learning resources to support excellence in care delivery and readiness for Tailored Plan implementation. The Needs Assessment Survey opened Monday, October 13, 2025.



CULTURALLY & LINGUISTICALLY COMPETENT CARE— TRAINING ALERTS & UPDATES

Trillium is committed to equitable, person-centered care. Review the latest cultural competency training opportunities and recently updated, NC DHHS-approved trainings.

🌱 [View current trainings and updates here.](#)

NCTRACKS QUICK LINKS

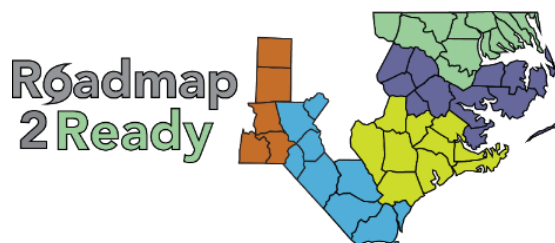
🌱 [NCDHHS, Universities Partner on a New Five-Year Program to Improve and Expand Social Work Workforce](#)

🌱 [DMH/DD/SUS Fireside Chat with Kelly Crosbie](#)

REMINDERS

ROADMAP 2 READY: OCTOBER 2025

Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. In September we covered resources about how to calculate the supplies you may need in case of an emergency. Interested to see what is covered? [Click here.](#)



Major earthquakes are unusual in North Carolina, but they can happen. In August 2020, a 5.1 magnitude earthquake was centered near Sparta, NC and caused significant damage. Many people in North Carolina felt the 5.8 magnitude quake centered near Louisa, Virginia in August 2011.

This year's **International ShakeOut Day is October 16**, when millions of people worldwide will participate in earthquake drills at work, school, or home! At 10:16 a.m. (local time) on 10/16, you can join millions of people across the world practicing [earthquake safety](#).

Your ShakeOut Drill can meet the training and plan testing requirements of the CMS Rule:

🌱 **Training:** Conduct and document initial and annual training on your emergency preparedness policies and procedures to all staff, participants, volunteers, and contractors;

🌱 **Exercises:** Must conduct and document two exercises annually:

- One must be a community-based CMS Defined Full-Scale Exercise;
- The other exercise can be a second Full-Scale or Tabletop Exercise.

For more information on how to register and host the drill at your facility or place of business please visit: [How to Participate](#) webpage.

REMINDER: HOSPITAL AT HOME PROGRAM ENDED ON SEPT. 30, 2025

Providers can no longer bill NC Medicaid for Hospital at Home for dates of service on or after Oct. 1, 2025.

NOTE: This bulletin is a follow-up to the Medicaid bulletin, [Hospital at Home Program Extended Through Sept. 30, 2025](#), published June 10, 2025.

The following bulletin applies to NC Medicaid Direct and NC Medicaid Managed Care.

The Hospital at Home program was launched by NC Medicaid in response to the COVID-19 Public Health Emergency. The program was extended by the Full Year Continuing Appropriations and Extensions Act of 2025, through Sept. 30, 2025. However, the authority for this program through the Centers for Medicare & Medicaid Services (CMS) ended on Sept. 30, 2025.

Therefore, the Hospital at Home Program expired on Sept. 30, 2025. Effective for dates of service on or after Oct. 1, 2025, providers can no longer bill NC Medicaid for Hospital at Home.

Per [CMS' guidance](#), beneficiaries being treated via hospital at home must be discharged or returned to the hospital to continue the remainder of their treatment.

UPDATE TO SSN VERIFICATION REQUIREMENTS

In accordance with updated NCTracks guidelines and Health Insurance Portability and Accountability Act (HIPAA) compliance standards, Social Security cards are no longer requested or accepted as valid proof of Social Security Number (SSN). To ensure secure and verifiable identification, providers must now submit one of the following acceptable forms of SSN verification. In all cases, the full SSN must be clearly displayed on the document:

- 🌱 Copy of an Internal Revenue Service (IRS) W-2 form
- 🌱 Signed W-9 form
- 🌱 Copy of a recent pay stub

Note: The pay stub must clearly display the provider's full legal name and SSN.

SSNs are entered in the NCTracks application for every owner and person identified with a managing relationship and are used to complete required credentialing and criminal background checks. An additional form of SSN verification is required to resolve situations discovered during credentialing, including but not limited to, a mismatch between the name and SSN or to refute a negative finding. Ensuring accurate data entry of the name and SSN on the NCTracks application will mitigate the need for additional SSN verification.

These changes are intended to enhance data security and align with federal privacy regulations. For additional guidance on updating a provider record, please visit: [NCTracks - Helpful Hints: Process to Update a Name, DOB, and/or SSN on a Provider's Record](#)

UPDATED 1915(i) ASSESSMENT REMINDER

Please be reminded that as of **October 1, 2025**, the updated 1915(i) assessment must be utilized for all new and reassessment eligibility reviews. Please share with your providers.

The [NC Medicaid 1915\(i\) Assessment](#) form, available on NC Medicaid's website, identifies a beneficiary's needed services and supports and informs the independent evaluation of 1915(i) eligibility determination and development of the Care Plan or Individual Support Plan.

The updated form includes new fields for the "Date Individual Requested 1915(i) Service" and the "Date 1915(i) Assessment Completed." Effective Oct. 1, 2025, the revised NC Medicaid 1915(i) Assessment must be completed for a beneficiary requesting a 1915(i) service and for eligibility reassessments. Previous versions of the NC Medicaid 1915(i) Assessment published prior to Aug. 1, 2025, will not be processed and returned marked as "unable to process."

NCDHHS TO LAUNCH THE CHILDREN AND FAMILIES SPECIALTY PLAN

The North Carolina Department of Health and Human Services (NCDHHS) is moving forward with the implementation of the **Children and Families Specialty Plan (CFSP)** – an innovative, first-of-its-kind initiative set to launch on **December 1, 2025**.

This important program is designed to improve the health and well-being of children and families across North Carolina. CFSP is a single, statewide NC Medicaid Managed Care health plan that provides beneficiaries seamless, integrated and coordinated care. It will serve NC Medicaid-enrolled children, youth and young adults who are currently or formerly served by child welfare.

CFSP will ensure beneficiaries can access the health care services they need -- including mental health services -- and continue to work with their doctors, even if they move across the state due to placement changes.

Over the past several months, NCDHHS has worked closely with **Healthy Blue Care Together (HBCT)** to ensure readiness for launch. This includes building a strong provider network, onboarding staff and care managers, and putting systems in place to support quality care. Our priority is to deliver this critical program effectively and responsibly to those who need it most.

In the coming weeks, NCDHHS will share additional information about the beneficiary choice period and other key milestones leading up to the launch.

To learn more about the Children and Families Specialty Plan, visit the CFSP [webpage](#) on the NC Medicaid website.

STAKEHOLDER ENGAGEMENT/BEHAVIORAL HEALTH CLINICAL COVERAGE POLICY UPDATES

NC Medicaid is offering a second opportunity to join the virtual office hours for the 1115 Substance Use Disorder Demonstration Waiver clinical coverage policies included below. Health Plans and providers are encouraged to submit questions in advance for discussion during virtual office hours. These webinars are open to all stakeholders.

Webinar Dates & Times	MS Teams Links
Wednesday, October 15, 2025, 2:30 p.m. – 3:00 p.m. 8A-12 Substance Abuse Intensive Outpatient Program	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 216 761 388 536 5 Passcode: Tx6kP7rv Dial in by phone +1 984-204-1487,,227281164# United States, Raleigh Find a local number Phone conference ID: 227 281 164# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 115 747 246 6 More info

Webinar Dates & Times	MS Teams Links
Monday, October 20, 2025, 10:00 a.m. – 10:30 a.m. 8A-13 Substance Abuse Comprehensive Outpatient Treatment	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 269 951 292 333 2 Passcode: zJ9qA6aQ Dial in by phone +1 984-204-1487,,888343370# United States, Raleigh Find a local number Phone conference ID: 888 343 370# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 113 407 336 0 More info
Tuesday, October- 21, 2025, 9:15 a.m. – 9:45 a.m. 8A-10 Clinically Managed Residential Withdrawal Management Service	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 289 371 601 443 2 Passcode: zw95vk94 Dial in by phone +1 984-204-1487,,268941593# United States, Raleigh Find a local number Phone conference ID: 268 941 593# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 118 974 644 4 More info

Webinar Dates & Times	MS Teams Links
Thursday, October 23, 2025, 2:45 p.m. – 3:15p.m. 8D-3 Clinically Managed Low-Intensity Residential Treatment Services	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 251 375 388 614 1 Passcode: 8AD3wt6H Dial in by phone +1 984-204-1487,,895250238# United States, Raleigh Find a local number Phone conference ID: 895 250 238# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 112 545 867 4 More info
Friday, October 24, 2025, 8:30 a.m. – 9:00 a.m. 8D-4 Clinically Managed Population Specific High-Intensity Residential Program	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 234 594 153 273 9 Passcode: K4iG9gC2 Dial in by phone +1 984-204-1487,,64260145# United States, Raleigh Find a local number Phone conference ID: 642 601 45# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 118 864 936 2 More info
Monday, October 27, 2025 8:30 a.m. – 9:00 a.m.	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 244 147 684 210 5 Passcode: jP67eX2f

Webinar Dates & Times	MS Teams Links
8D-5 Clinically Managed Residential Services	Dial in by phone +1 984-204-1487,,390264366# United States, Raleigh Find a local number Phone conference ID: 390 264 366# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 118 836 375 7 More info
Monday, October 27, 2025 11:30 a.m. – 12:00 p.m. 8D-6 Medically Monitored Intensive Inpatient Services	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 254 594 564 618 8 Passcode: qd6E3Y6h Dial in by phone +1 984-204-1487,,484646523# United States, Raleigh Find a local number Phone conference ID: 484 646 523# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 119 976 266 9 More info

Please email questions in advance for discussion during Virtual Office Hours to eboni.burton@dhhs.nc.gov.

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!

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.

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.

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. to 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.