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Network Communication Bulletin

#440

To: All Providers

From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
Senior VP of Network Management

Date: November 14, 2025

Subject: Request For Proposal-Individual Placement and Support (Supported Employment); NC Tracks Quick Links; Mobile Crisis is Live!; Roadmap 2 Ready: November 2025; Fee Schedule Update and Claim Reprocessing Announcement; Request for Application (RFA) High-Fidelity Wraparound Services; SUD Update, Letter of Support Process for New Waiver Requests, and OTP Waiver Renewals; Update to Provider Permission Matrix for Taxonomy; Provider Accreditation Requirement; Culturally & Linguistically Competent Care-Training Alerts & Updates; Medicaid Rebase Rate Reductions; Upcoming Supporting Children Early Simulations November and December; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

REQUEST FOR PROPOSAL: INDIVIDUAL PLACEMENT AND SUPPORT (SUPPORTED EMPLOYMENT)

The purpose of this Request for Proposal (RFP) is to invite service providers to increase access to Individual Placement and Support-Supported Employment (IPS-SE) in Bertie, Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, Northampton, Pasquotank, Perquimans, Tyrell, and Washington counties.

[Request for Proposal-Individual Placement and Support \(Supported Employment\)](#)

All timelines are tentative and subject to change.

Please use the Questions link to submit questions.	November 21, 2025
Question & Answer (Q&A) Submission Deadline Q&A Results Posted on Trillium's Website	December 5, 2025
Submission Deadline Submit Proposal	December 31, 2025
RFP Award Notification	January 16, 2026



NCTRACKS QUICK LINKS

-  [Listening Session on Person-Centered Care for Children with Autism](#)
-  [NCDHHS Pauses Full SNAP Payments After Court Decision; Remains Ready to Process Benefits When Authorized by Federal Government](#)
-  [Nov. 2025 Pharmacy Newsletter Now Available](#)
-  [Navigating Mental Health NC Podcast Episode A Real Conversation About Therapy, Doctors, and Mental Health](#)
-  [Meet Tarang: A Community-Driven Movement for Asian American and Pacific Islander Mental Health](#)
-  [Include NC Seeks Input Through Focus Groups About Disaster Preparedness and Response](#)
-  [Winter Wellness: Supporting Mental Health for Older Adults and Caregivers](#)
-  [State to Local Consumer and Family Advisory Committee Meeting Date Change](#)

REMINDERS

MOBILE CRISIS IS LIVE!

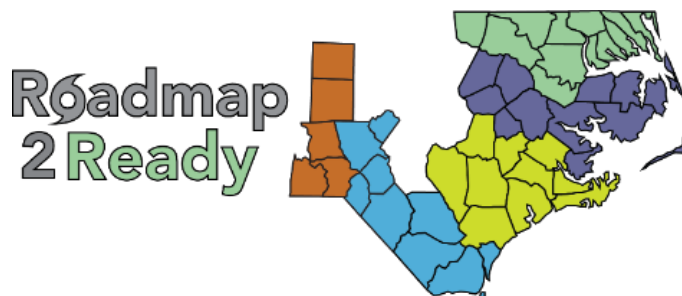
Trillium in partnership with Integrated Family Services, Daymark, and Southeastern Integrated Care has expanded State funded, Medicaid Tailored Plan, and Medicaid Direct Mobile Crisis Management (MCM) services into Robeson, Scotland, Hoke, Lee, Moore, Anson, Richmond, Montgomery, Randolph and Guilford counties.

Mobile Crisis Management involves all support, services and treatments necessary to provide integrated crisis response, crisis stabilization interventions, and crisis prevention activities. MCM services are available anytime, 24 hours a day, 7 days a week, and 365 days a year.

Crisis response provides an immediate evaluation, triage and access to acute mental health, intellectual/developmental disabilities, or substance abuse services, treatment, and supports to effect symptom reduction, harm reduction, or to safely transition persons in acute crises to appropriate crisis stabilization and detoxification supports or services. These services include immediate telephonic or telehealth response to assess the crisis and determine the risk, mental status, medical stability, and appropriate response.

ROADMAP 2 READY: NOVEMBER 2025

Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. In October we covered resources about International ShakeOut Day. [See what we covered.](#)



According to 911.gov, most counties have a 911 addressing coordinator who is responsible for updating information pertaining to address changes, resolving address issues, and updating contact information for businesses. If you cannot find contact information for your county's 911 addressing coordinator on the county website, you may call the non-emergency number. Providing this information helps 911 know who to contact after hours, how many people may be on site, and whether there are any mobility or access concerns. These details help first responders understand what to expect and how to respond more effectively in an emergency. Please make sure you use your county's non-emergency number unless you are experiencing a true emergency. To find the non-emergency number in your area, use your preferred internet search engine and enter the keywords "emergency communications center non-emergency number," along with the name of your city or town, state, and county. The correct number typically appears within the first few search results. Did you know some counties can receive text 911? Interested in learning more about 911? [Check out the FAQ](#)

FEE SCHEDULE UPDATE AND CLAIM REPROCESSING ANNOUNCEMENT

Trillium Health Resources has published an [updated fee schedule](#) which reflects the NCDHHS **Medicaid Rate Reductions of 3%, 8%, and 10%**, effective October 1, 2025. Please begin using these updated rates immediately.

Starting **November 1, 2025**, claims submitted for dates of service October 1, 2025 forward at rates higher than the reduced Medicaid fee schedules will be **reprocessed** to align with the updated fee schedule.

Please note:

- 🌱 The rate reductions have been applied to each provider's rates in effect as of September 30, 2025.
- 🌱 The rate changes also apply to all ILOS services, member-specific rates, and provider-specific rates.

- 🌱 Impacted Medicaid reimbursement claims submitted above Trillium's published rates after October 1, 2025 will be reprocessed retroactively. There is no action needed by the provider at this time.
- 🌱 Updated claims will be reflected in your Remittance Advice once processed.

Additional details regarding the services impacted and the base rate assumptions can be found here: [NC Medicaid Rate Reductions](#).

For questions regarding these rate adjustments, please contact the Rates Team at: RatesFinance@TrilliumNC.org.

REQUEST FOR APPLICATION (RFA) HIGH-FIDELITY WRAPAROUND SERVICES

Trillium Health Resources is expanding High-Fidelity Wraparound (HFW) Services within Trillium's catchment area and is recruiting providers for the following identified counties: Northampton, Hertford, Pamlico, Hyde, Dare, Tyrrell, and Washington.

Trillium is seeking providers that demonstrate the capability and capacity to provide HFW services to achieve desired outcomes; including increased family assets and functioning and reduced out-of-home residential treatment and inpatient hospitalizations.

For more information and application, please visit our [Request Opportunities](#) section on the website.

SUD UPDATE, LETTER OF SUPPORT PROCESS FOR NEW WAIVER REQUESTS, AND OTP WAIVER RENEWALS

Trillium Health Resources provides updates on NC Medicaid's Substance Use clinical coverage policies and temporary waiver requests, and information on Opioid Treatment Program (OTP) waiver renewals.

Effective Date:

Clinical coverage policy updates are effective January 1, 2026.

SUD CLINICAL COVERAGE POLICY UPDATES AND TEMPORARY WAIVER REQUESTS

What is happening?

NC Medicaid has announced the following Medicaid and State-funded clinical coverage policies that go into effect January 1, 2026:

-  Substance Use Intensive Outpatient Treatment
-  Substance Use Comprehensive Outpatient Treatment
-  Clinically Managed Residential Withdrawal Management
-  Clinically Managed Low Intensity Residential
-  Clinically Managed Population Specific High Intensity Residential
-  Clinically Managed High Intensity Residential
-  Medically Managed Intensive Inpatient Residential

Temporary Waiver Requests:

On October 7, 2025, the Division of Health Service Regulation (DHSR) sent a communication to Substance Use providers [Request for Waiver 3200 3400 4100 4400 4500 Substance Use Disorder](#). This notice informed providers that they could request temporary waivers for the following service array:

-  10A NCAC 27G Section .3200, Social Setting Detoxification for Substance Abuse
-  10A NCAC 27G Section .3400, Residential Treatment or Rehabilitation for Individuals with Substance Abuse Disorders
-  10A NCAC 27G Section .4100, Residential Recovery Programs for Individuals with Substance Abuse Disorders and Their Children
-  10A NCAC 27G Section .4400, Substance Abuse Intensive Outpatient Treatment Program
-  10A NCAC 27G Section .4500, Substance Abuse Comprehensive Outpatient Treatment Program
-  10A NCAC 27G Section .5600, Supervised Living for Individuals of All Disability Groups

What Providers Need to Do

For each service requiring a temporary waiver, providers must email Trillium Health Resources at NetworkServicesSupport@TrilliumNC.org with:

-  Request(s) for Letters of Support for each service

- ✿ A signed Waiver of Licensure Rule Request for each service that needs a Letter of Support
- ✿ Trillium will process the request and issue a Letter of Support to the provider.
- ✿ Providers must then send both the Letter of Support from Trillium and the signed Waiver Service Request(s) to the DHSR Mental Health Licensure and Certification Section, attention Michael Blake, Administrative Supervisor, via email at michael.j.blake@dhhs.nc.gov
- ✿ Providers can attend the NC Medicaid Behavioral Health Stakeholder Virtual Office Hours for more information.

OPIOID TREATMENT PROGRAM (OTP) WAIVER RENEWALS

What is happening?

On October 13, 2025, DHSR sent a communication to Substance Use Providers [OTP Waiver 2026](#). This communication informed providers of temporary exemptions from the unsupervised take-home medication requirements.

The Substance Abuse and Mental Health Services Administration (SAMHSA) has granted a temporary exemption from the unsupervised take-home medication requirements of 42 C.F.R. § 8.12(i). These exemptions allow:

- ✿ Dispense up to seven unsupervised take-home doses of methadone for a patient in treatment 0–14 days
- ✿ Up to 14 unsupervised take-home doses for a patient in treatment days 15–30; and
- ✿ Up to 28 unsupervised take-home doses of methadone may be provided to the patient from 31 days in treatment, if the Opioid Treatment Program (OTP) believes the patient can safely handle the amount of take-home medication, with applicable conditions.

What Providers Need to Do

- ✿ Providers need to send OTP Renewal Requests for Letters of Support with their Attestation to NetworkServicesSupport@TrilliumNC.org.
- ✿ Trillium will process the request and issue a Letter of Support to the provider
- ✿ Providers must send signed waivers to DHSR's Mental Health Licensure and Certification Section. Please refer to the DHSR Provider Alert for OTP providers on October 13, 2025.

Who to Contact with Questions?

 Contact your assigned Provider Relations Coordinator or email NetworkServicesSupport@TrilliumNC.org.

 Call the Provider Support Service Line at 1-855-250-1539.

UPDATE TO PROVIDER PERMISSION MATRIX FOR TAXONOMY

N.C.Gen.Stat. § 108C-3(g)(6) identifies "prospective (newly enrolling) agencies providing nonbehavioral health home- or community-based services pursuant to waivers authorized by the federal Centers for Medicare and Medicaid Services under 42 U.S.C. § 1396n(c)" as high categorical risk, and revalidating agencies as moderate categorical risk, requiring a federal site visit and/or fingerprinting as appropriate.

Additionally, the credential requirement for taxonomy 261QA0600X, Adult Day Care, is changing to require an Adult Day Care/Day Health Center Certificate from the NC Division of Aging instead of national accreditation. Providers selecting taxonomy 261QA0600X, Adult Day Care are no longer required to be nationally accredited.

As a result, the NCTracks Provider Permission Matrix (PPM) has been updated to reflect these changes. The PPM for taxonomy 261QA0600X Adult Day Care became effective Oct. 6, 2025, and displays:

-  Risk Level (RISK-LEVEL-IND): HIGH
-  Federal Site Visit Required (FEDERAL-SITE-VISIT-RQRD): YES
-  Fingerprinting Required (FINGERPRINTING-REQUIRED): YES
-  Certification Required (CERTIFICATION-RQRD): YES
-  Certification Type (CERTIFICATION-TYPE): ADULT DAY CARE/DAY HEALTH CENTER
-  Certifying Entity (CERTIFICATION AGENCY): NC DIVISION OF AGING
-  Accreditation Required (ACCREDITATION-RQRD): NO
-  Accreditation Type (ACCREDITATION TYPE): BLANK

This change applies to all providers classified under HEALTH-PLAN: Medicaid.

Providers currently enrolled with taxonomy 261QA0600X, Adult Day Care will be evaluated for the additional screening requirements and may receive notification to complete the additional screenings as applicable. For site visit, the notification would originate from Public Consulting Group (PCG).

For fingerprinting, the notification will originate from CSRA and be sent to the provider's NCTracks Provider Message Inbox. Providers are encouraged to regularly monitor their NCTracks Provider Message Inbox for important notifications regarding their NCDHHS program participation.

PROVIDER ACCREDITATION REQUIREMENT

Providers are required to achieve and maintain national accreditation through one of the designated accrediting agencies, as specified in certain NC Medicaid Clinical Coverage Policies and State-funded Service Definitions. Compliance with these accreditation requirements is a contractual obligation. Trillium conducts routine audits to verify that providers required to hold accreditation are meeting and maintaining this standard. Failure to achieve or maintain accreditation may result in corrective action, suspension of referrals, recoupment of payments, termination of the provider's contract or other enforcement actions deemed appropriate.

Providers are responsible for reviewing the "Provider Qualifications" section of the Clinical Coverage Policy or State-funded Service Definition to determine accreditation requirements.

Accreditation requirements are outlined in [NC Medicaid Clinical Coverage Policies](#) and [State-funded Service Definitions](#). Contact the Network Team with any questions by emailing NetworkMonitoring@TrilliumNC.org

Providers are encourage to visit NCTRACKS website: **User Guides and Fact Sheet** and search for: *How to Add or Update Accreditation on the Provider Profile* in [NCTracks](#) for more information. CSRA Call Center: 1-800-688-6696; or email [NCTracks staff](#).

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, NCDHHS-approved training.

 [View current training and updates here.](#)

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!

UPCOMING SUPPORTING CHILDREN EARLY SIMULATIONS

Trillium is offering a Supporting Children Early Simulation opportunity in December. This event is free and open for anyone to attend. Please share the information with your contacts!

 [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.