

To: All Providers

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Senior VP of Network Management

Date: November 26, 2025

Subject: Innovations Waiver Out of State Service Request; Notice of Rate Adjustment: Peer Support Group (H0038HQ); Claims Inquiry Submissions; NC Tracks Quick Links; Update-Medicaid Rate Reductions; Request For Proposal-Individual Placement and Support (Supported Employment); Mobile Crisis is Live!; Roadmap 2 Ready: November 2025; Fee Schedule Update and Claim Reprocessing Announcement; Request for Application (RFA) High-Fidelity Wraparound Services; Provider Accreditation Requirement; Culturally & Linguistically Competent Care-Training Alerts & Updates; Upcoming Supporting Children Early Simulations; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

INNOVATIONS WAIVER OUT OF STATE SERVICE REQUEST

When a provider is requesting to provide Innovations Waiver service to a member outside of North Carolina they must complete the Out of State Service request form and send to the assigned Care Manager. The Care Manager will review for approval. Once approved the Care Manager will send the signed form to the provider agency. This form should be saved within the member's medical record. Providers do not need to send the form to Utilization Management.

NOTICE OF RATE ADJUSTMENT: PEER SUPPORT GROUP (H0038HQ)

Trillium Health Resources is implementing a rate adjustment for Peer Support Group Services (H0038HQ). Beginning January 1, 2026, the reimbursement rate will set to \$3.74.

The updated rate will apply to all dates of service on or after January 1, 2026. Providers should review their billing processes, service delivery, and any related internal procedures to prepare for this transition.

For questions or additional clarification, please contact the Trillium Rates Team at RatesFinance@TrilliumNC.org.




We appreciate your continued partnership and commitment to supporting members in our network.

CLAIMS INQUIRY SUBMISSIONS

As part of our efforts to streamline communication and improve efficiency, the Claims Inquiry Form will be removed from our website effective January 9, 2026.

Moving forward, providers should continue to submit all claim-related inquiries through our Claims Support ticket queue via ClaimsSupport@TrilliumNC.org. This centralized process will allow us to ensure faster routing and response times and increase overall communication and follow up.

NCTRACKS QUICK LINK

-  [Medicaid Expansion 2-Year Anniversary](#)
-  [Side by Side with DMH/DD/SUS Profiles in Courage: A Year of Courage and Hope After Hurricane Helene](#)
-  [Medicaid Policies Open for Public Comment](#)

REMINDERS

UPDATE: MEDICAID RATE REDUCTIONS

RESEARCH-BASED BEHAVIORAL HEALTH TREATMENT

To comply with a temporary court order issued on November 4, 2025, in Wake County, the planned rate reductions for NC Medicaid Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder will not be implemented at this time. The court order temporarily reverses the rate cut and restores the previous reimbursement.

This communication serves to notify providers that the rates for these services have been returned to the rates that were in effect on September 30, 2025. Any claims that were paid at the reduced rate will be reprocess using the reinstated September 30 rates. No action is required from providers for this reprocessing.

TAILORED CARE MANAGEMENT (TCM)

In addition, Tailored Care Management (TCM) rates have also been reverted to their previous levels, and any impacted claims have been re-adjudicated.

Trillium continues to monitor this situation closely and will share additional updates as guidance becomes available. If you have any questions, please contact RatesFinance@TrilliumNC.org.

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

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.

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.](#)

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.