

To: All Providers

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Senior VP of Network Management

Date: December 9, 2025

Subject: State Consumer Family Advisory Committee (SCFAC) Meeting; NC Tracks Quick Links; Recoupments from Medicaid Rate Reductions; Patient Control Number Length Reminder for Providers; Roadmap 2 Ready: December 2025; Recognizing International Day of Persons with Disabilities; DHHS Expands Access to Overdose Prevention Supplies; Mental Health Block Grant Planning and Advisory Council Meeting; DMH/DD/SUS Partners with SimpliGov for IRIS Replacement System; Innovations Waiver Out of State Service Request; Notice of Rate Adjustment: Peer Support Group (H0038HQ); Claims Inquiry Submissions; Update-Medicaid Rate Reductions; Request For Proposal-Individual Placement and Support (Supported Employment); Mobile Crisis is Live!; Request for Application (RFA) High-Fidelity Wraparound Services; Provider Accreditation Requirement; Culturally & Linguistically Competent Care-Training Alerts & Updates; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

STATE CONSUMER FAMILY ADVISORY COMMITTEE (SCFAC) MEETING

This month's meeting of the State Consumer and Family Advisory Committee (SCFAC) features a roundtable discussion with representatives of NC Medicaid Managed Care Tailored Plans. The public is invited to attend. In-person and remote attendance options are available.




SCFAC advises NCDHHS and the General Assembly on the planning and management of the Division of Mental Health, Developmental Disabilities, and Substance Use Services. The monthly meeting brings together individuals with lived experience of mental health, developmental disabilities, substance use, and traumatic brain injury, as well as family members and advocates, to provide input and guidance in shaping policy and identifying service gaps.

Date/Time: Wednesday, December 10, 2025, 9:00 a.m. to 3:00 p.m.

Tailored Plans Roundtable: 1:00 p.m. to 3:00 p.m.

- **Attend In-Person:**
Alliance Health Headquarters
5200 Paramount Parkway, Suite
200 Morrisville, NC
- **Attend Virtually:**
[Registration Link](#)
Please register prior to the
meeting for the log-in link & dial-
in options.

NCTRACKS QUICK LINK

-  [Tailored Care Management Training Updates](#)
-  [Update on Request to Move for Children and Families Specialty Plan Members](#)
-  [Project Spark Expands Employment Support for Individuals with Intellectual and Developmental Disabilities Across NC](#)

REMINDERS

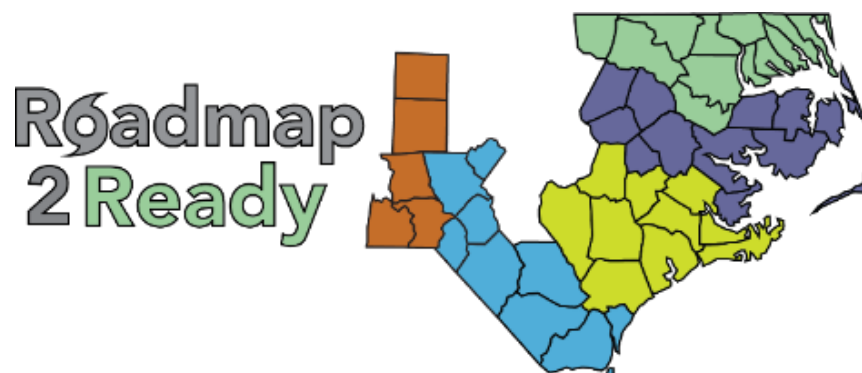
RECOUPMENTS FROM MEDICAID RATE REDUCTIONS

North Carolina Department of Health and Human Services (NCDHHS) mandated reductions to Medicaid reimbursement rates effective October 1, 2025. Trillium Health Resources delayed implementing the rate reductions until November 1, 2025, to help reduce the impact on providers. Recoupment from claims filed prior to the system rate changes will not begin until January 2026. Additional details about claims reprocessing will be available closer to the date and will be communicated via the Bulletin.

PATIENT CONTROL NUMBER LENGTH REMINDER FOR PROVIDERS

Per X12 guidelines, the Patient Control Number field reported in the CLM01 segment of the 837 Billing file is limited to 20 characters. Claims submitted with more than 20 characters will deny when submitted up stream on Trillium Health Resources encounter files. Providers will be notified if they have claims that have failed at EPS and replacement claims will need to be submitted.

ROADMAP 2 READY: DECEMBER 2025



Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. We have covered 10 important emergency preparedness topics this past year. This month will serve as a reminder of the different resources that have been shared.

- ✿ [North Carolina Healthcare Preparedness Coalitions & Hazard and Risk Assessments](#)
- ✿ [Power Outage toolkit for businesses](#)
- ✿ [Missing Consumer or member planning](#)
- ✿ [Making individualized emergency plans to assist your organization](#)
- ✿ [Tabletop exercises](#)
- ✿ [Extreme heat and alternate sources of energy](#)
- ✿ [Preparedness: Planning for supplies and food](#)
- ✿ [Reviewing emergency plans with staff](#)
- ✿ [Earthquake safety & tabletop exercises](#)
- ✿ [Updating your organization's contact information with 911](#)






We hope that these monthly topics are helpful and provide actionable resources to assist your agency/organization to be better prepared in case of any emergency. If you have any questions or are looking for specific resources please contact Audrey Hart, Audrey.Hart@TrilliumNC.org.


RECOGNIZING INTERNATIONAL DAY OF PERSONS WITH DISABILITIES

December 3 is recognized globally as the International Day of Persons with Disabilities, a day established by the United Nations to promote the rights and well-being of persons with disabilities in all spheres of society and development. It's a time to celebrate the strengths, contributions, and potential of individuals with disabilities, including those with intellectual and developmental disabilities (I/DD), and to reaffirm our commitment to building a more inclusive and equitable world.

Across the state, organizations, advocates, and community members are working together to ensure that people with I/DD have the support, resources, and opportunities they need to live full, meaningful lives. DMH/DD/SUS is advancing a range of programs designed to promote inclusion, independence, and opportunity.

KEY INITIATIVES AND PROGRAMS:

-  **Inclusion Connects**: A statewide effort to improve access to services, strengthen the direct support workforce, and help people with I/DD and their families more easily navigate available resources to meet their needs across the lifespan. The goal is to **build stronger, more inclusive communities** where everyone can thrive.
-  **Inclusion Works**: Focused on expanding **Competitive Integrated Employment (CIE)**, this program helps people with I/DD prepare for and succeed in meaningful jobs. It also supports employers and providers in creating inclusive workplaces.
-  **Innovations Waiver**: A Medicaid waiver offering long-term services and supports for people with I/DD, helping them **live as independently as possible** in their homes and communities.
-  **1915(i) Services**: Provides **in-home and community-based services** for people with mental health conditions, substance use disorders, or developmental disabilities who may not qualify for waiver services or whose needs may be met without waiver services.
-  **Tailored Plans**: A new managed care model that **integrates physical health, mental health, substance use, I/DD, and traumatic brain injury services** for people with complex needs.

 **Tailored Care Management:** Offers **personalized care coordination** for people enrolled in Tailored Plans, helping them access the right services at the right time and supporting them in achieving their goals.

These programs reflect North Carolina's commitment to ensuring that people with I/DD are not only supported, but truly included, in every aspect of community life.

NCDHHS EXPANDS ACCESS TO OVERDOSE PREVENTION SUPPLIES

To address the ongoing opioid crisis, the North Carolina Department of Health and Human Services (NCDHHS) is utilizing State Opioid Response (SOR) grant funds to distribute naloxone and other overdose prevention tools to organizations serving those most at risk.

Eligible groups, including those working with people who use drugs, their families, and individuals reentering the community from incarceration, can request naloxone, fentanyl test strips and xylazine test strips. To receive supplies, a completed [request form](#) must be submitted by 5:00 p.m. on Friday, December 12, 2025.

Supplies will ship in January 2026, though quantities may be limited. This opportunity is not open to employers, schools, or first responders unless participating in leave-behind programs. A second request opportunity will open in the spring. Individuals seeking naloxone for themselves can learn more about where to find it at the [Naloxone Saves website](#).

DMH/DD/SUS PARTNERS WITH SIMPLIGOV FOR IRIS REPLACEMENT SYSTEM

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Use Services is excited to announce a new partnership with SimpliGov to create a modern, user-friendly incident reporting system. This new tool will make reporting easier, faster, and more accessible for everyone while providing real-time information to help us better understand trends and strengthen our services.

This initiative will play an important role in improving how we support individuals, modernizing our operations, and enhancing the information we share with our partners, stakeholders, and regulatory agencies. The new system will feature a secure and intuitive design that reflects our commitment to innovation and to meeting the changing needs of the communities we serve.

Over the next year, working closely with stakeholders, our implementation team will shape the system's workflows, improve how incidents are resolved, and build smoother connections with other State systems.

Project development is scheduled to begin in December 2025, with full implementation expected by the end of 2026.

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 1/9/2026.

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.

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.

Question & Answer (Q&A) Submission Deadline	November 21, 2025
Question and Answer Results Posted	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.

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.](#)

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.