

**To:** All Providers

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

**Date:** December 23, 2025

**Subject:** 2025-2026 National Core Indicators-I/DD Survey; Message from NC Tracks: Connecting Communities and Medicaid (CCM) Meetings Resume; NC Tracks Quick Links; Required Update for All HCBS Provider Contact Information; Provider Forum Survey Announcement; Advanced Training Courses for Direct Support Professionals; Medicaid Rate Restoration; Join a Community Supporting Mental Wellness; Provider Information Sessions: NC Child Welfare Trauma-Informed Assessment; Roadmap 2 Ready: December 2025; Notice of Rate Adjustment: Peer Support Group (H0038HQ); Claims Inquiry Submissions; Request For Proposal-Individual Placement and Support (Supported Employment); Mobile Crisis is Live!; Request for Application (RFA) High-Fidelity Wraparound Services; Culturally & Linguistically Competent Care-Training Alerts & Updates; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?



## NEW

### 2025-2026 NATIONAL CORE INDICATORS-I/DD SURVEY

Trillium is partnering with NCDHHS to support the annual National Core Indicators (NCI) survey, which evaluates the outcomes of individuals receiving Intellectual and Developmental Disability (I/DD) services. This survey examines critical areas such as employment, community involvement, relationships, health and wellness, safety, and access to services. Standardized questions allow for comparisons between states and provide valuable insights into service quality.

#### HOW PROVIDERS WILL BE INVOLVED




Beginning in December 2025, providers serving members with I/DD aged 18 and older may be contacted to assist in the following ways:

-  Obtaining member consent for survey participation.
-  Providing background information for consenting members.

Survey administration will be handled by the Carolina Institute for Developmental Disabilities (CIDD), a third-party organization contracted by the State.

## **ELIGIBILITY REQUIREMENTS FOR SURVEY PARTICIPATION**

Members must meet the following criteria to participate in the survey:

-  Be diagnosed with an intellectual or developmental disability.
-  Receive Medicaid-funded services from an I/DD provider agency.
-  Be at least 18 years old.

## **NEXT STEPS FOR PROVIDERS**

If your agency provides services to eligible members, please email [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) with contact information for the point of contact for the NCI-DD survey within your agency as soon as possible. Trillium will send additional details, including the list of members selected to participate, via email.

For questions or more information, contact [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) or call 1-866-998-2597 and ask for Irmak Sherrod.

## **THANK YOU FOR YOUR PARTNERSHIP**

Your support is essential to the success of this important initiative, which helps evaluate and improve services for individuals in our community.

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## **MESSAGE FROM NC TRACKS: CONNECTING COMMUNITIES AND MEDICAID (CCM) MEETINGS RESUME**

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We're pleased to announce the **resumption of Connecting Communities and Medicaid (CCM) meetings**, an initiative from NC Medicaid. CCM is designed to strengthen collaboration between community organizations and Medicaid services across North Carolina.





### **WHAT IS CCM?**

Connecting Communities and Medicaid (CCM) is a strategic effort to build bridges between Medicaid programs and the community-based organizations that support North Carolinians every day. Through regular meetings, shared resources, and open dialogue, CCM aims to exchange information between NC Medicaid and community





organizations to reduce barriers to care and ensure that Medicaid services are responsive to the needs of our communities.

## WHY JOIN NOW?

As we resume our monthly meetings, we will place a special focus on supporting the implementation of **H.R.1 requirements** and ensuring that community voices are central to this process. By joining CCM, you'll be part of a collaborative network working to:

-  Stay informed about Medicaid updates and federal policy changes
-  Share feedback and insights from your community
-  Collaborate with other organizations across the state
-  Help shape a more inclusive and effective Medicaid system

## KICKOFF MEETING DETAILS:

-  Date: Wednesday, Jan. 14, 2026
-  Time: 8:30 AM EST
-  Location: Zoom (link will be provided upon registration)
-  Ongoing Meetings: Every 2nd Wednesday of the month





**Sign Up to Join CCM:** [CCM Registration Form](#)

We look forward to reconnecting and working together to build stronger, healthier communities across North Carolina.

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## NCTRACKS QUICK LINKS

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-  [Non-Emergency Medical Transportation Rate Reduction Update](#)
-  [NC Medicaid to Reinstitute Coverage of GLP-1s for Weight Management](#)
-  [Medicaid Rate Reduction Reversal Update](#)
-  [Behavioral Health National Accreditation Requirements Provider Update](#)

## REMINDERS

### REQUIRED UPDATE FOR ALL HCBS PROVIDER CONTACT INFORMATION

#### OBJECTIVE:

NC Medicaid is enhancing the Home and Community Based Services (HCBS) Database to maintain compliance with the HCBS Final Rule and the Centers for Medicare & Medicaid Services (CMS)-approved HCBS Final Transition Plan. All providers of HCBS in North Carolina must update their contact information to support this initiative. More details regarding the database enhancement project will be provided soon.

#### ACTION REQUIRED BY PROVIDERS:

After December 19, 2025, all providers offering HCBS (including 1915(c) Waivers: Innovations, TBI and Community Alternatives Program for Disabled Adults (CAP/DA) Adult Day Health services) are required to update their contact information for each submitted and approved Provider Self-Assessment site.




**Deadline:** February 28, 2026

#### HOW TO COMPLETE THE UPDATE:

Your assigned health plan(s) will send you a spreadsheet detailing your approved, validated HCBS sites. Follow these steps:

1. **Review** columns AF and AG (Contact email and contact number) of the spreadsheet to identify any needed updates.
2. **Update** the contact information directly in the spreadsheet if changes are necessary.
3. **Return** the completed and updated spreadsheet to your Health Plan contact.

#### Important Notes:

-  Do not update the Provider Self-Assessment in the database directly.
-  Only use the spreadsheet provided by your assigned Health Plan(s).
-  Your health plan will provide specific guidance on completing and returning the required updates.

- 🌱 Health plans are responsible for uploading the edited data and submitting it to NC Medicaid.

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## PROVIDER FORUM SURVEY ANNOUNCEMENT

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Trillium Health Resources is requesting feedback from contracted providers through the Provider Forum Survey.

The survey focuses on your experience with Provider Forums, including topics, communication, and overall usefulness. Your input helps us improve future forums and better support your organization.

The survey below takes about five minutes to complete. Thank you for sharing your feedback and for your continued partnership with Trillium Health Resources.

[Provider Forum Survey](#)

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## ADVANCED TRAINING COURSES FOR DIRECT SUPPORT PROFESSIONALS

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The North Carolina Department of Health and Human Services, in partnership with the NC Community College System, is excited to continue the free Advanced Direct Support Professional (DSP) Training program for current and aspiring DSPs. Registration for Spring 2026 courses is open now with courses beginning in January 2026.

### PROGRAM HIGHLIGHTS:

- 🌱 Two eight-week virtual courses for flexible participation
- 🌱 Offered through Stanly, Asheville-Buncombe, and Forsyth Technical Community Colleges
- 🌱 Designed to enhance skills and open career opportunities in supporting people with intellectual and developmental disabilities

### REGISTRATION INFORMATION:

- 🌱 Asheville-Buncombe Technical Community College: [A-B Tech Direct Support Professional Training](#)
- 🌱 Stanly Community College: [Stanly Direct Support Professional Training](#)
- 🌱 Forsyth Technical Community College:

- 🌱 Call 336-734-7023 and ask to register for Direct Support Professional training courses

Visit the [Forsyth Tech Direct Support Professional Training](#) webpage to learn more

## MEDICAID RATE RESTORATION

Trillium Health Resources is in the process of **reverting the Medicaid rates** back to the prior rates that were in place on **September 30, 2025**, as required by NCDHHS. We will publish an updated Fee Schedule once all rates are restored.

As we complete this work, please continue to use the rates currently in our system. Trillium will automatically reprocess any impacted claims once the restoration rate is finalized.

Please note:

- 🌱 The restored rates will replace the 3%, 8%, and 10% reductions that took effect on October 1, 2025.
- 🌱 Any Medicaid claims paid at the reduced rates will be reprocessed automatically. No action is needed from providers.
- 🌱 Updated claims will appear in your Remittance Advice once reprocessing is complete.

More communication to follow once a timeline has been established for claims reprocessed at the higher rate for service dates November 1, 2025, through December 10, 2025.

If you have questions about these updates, please contact the Rates Team at: [RatesFinance@TrilliumNC.org](mailto:RatesFinance@TrilliumNC.org).

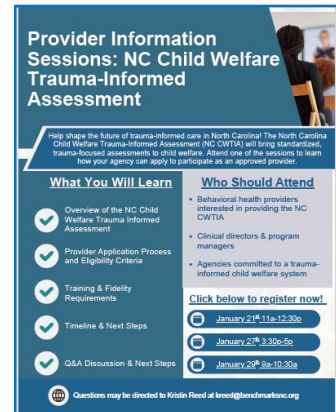
## JOIN A COMMUNITY SUPPORTING MENTAL WELLNESS

Trillium is launching the evidence-based Community Resiliency Model (CRM) to empower the Trillium community to improve their well-being while supporting others.



## PROVIDER INFORMATION SESSIONS: NC CHILD WELFARE TRAUMA-INFORMED ASSESSMENT

Help shape the future of trauma-informed care in North Carolina! The North Carolina Child Welfare Trauma-Informed Assessment (NC CWTIA) will bring standardized, trauma-focused assessments to child welfare. Attend one of the sessions to learn how your agency can apply to participate as an approved provider.



**Provider Information Sessions: NC Child Welfare Trauma-Informed Assessment**

Help shape the future of trauma-informed care in North Carolina! The North Carolina Child Welfare Trauma-Informed Assessment (NC CWTIA) will bring standardized, trauma-focused assessments to child welfare. Attend one of the sessions to learn how your agency can apply to participate as an approved provider.

What You Will Learn	Who Should Attend
<ul style="list-style-type: none"> <li>Overview of the NC Child Welfare Trauma-Informed Assessment</li> <li>Provider Application Process and Eligibility Criteria</li> <li>Training &amp; Fidelity Requirements</li> <li>Timeline &amp; Next Steps</li> <li>Q&amp;A Discussion &amp; Next Steps</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral health providers interested in providing the NC CWTIA</li> <li>Clinical directors &amp; program managers</li> <li>Agencies committed to a trauma-informed child welfare system</li> </ul>

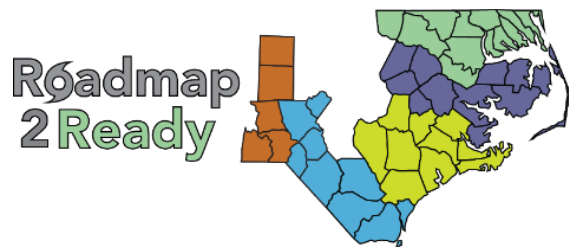
**Click below to register now!**











- January 21<sup>st</sup> 11a-12:30p
- January 22<sup>nd</sup> 3:30p-5p
- January 23<sup>rd</sup> 9a-10:30a

Questions may be directed to Kristin Reed at [kreed@benchmarksnc.org](mailto:kreed@benchmarksnc.org)

## 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](mailto:Audrey.Hart@TrilliumNC.org).

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## **NOTICE OF RATE ADJUSTMENT: PEER SUPPORT GROUP (H0038HQ)**

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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](mailto:RatesFinance@TrilliumNC.org).

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

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## **CLAIMS INQUIRY SUBMISSIONS**

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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](mailto:ClaimsSupport@TrilliumNC.org). This centralized process will allow us to ensure faster routing and response times and increase overall communication and follow up.

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

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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
<a href="#">Question and Answer Results Posted</a>	December 5, 2025
Submission Deadline <a href="#">Submit Proposal</a>	December 31, 2025  Extended to February 28, 2026
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.

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## **CULTURALLY & LINGUISTICALLY COMPETENT CARE— TRAINING ALERTS & UPDATES**

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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.](#)

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## **PROVIDER MY LEARNING CAMPUS REMINDER**

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To find updated and current Provider Trainings, please visit:

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

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## **NEED TO REPORT FRAUD, WASTE AND ABUSE?**

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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.