

To: All Providers

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Subject: Fee Schedule Update and Claim Reprocessing Announcement; Roadmap 2 Ready: January 2026; North Carolina Child Welfare Trauma-Informed Assessment (NC CWTIA) Request For Applications (RFA); NC Tracks Quick Links; Request for Proposal: Individual Placement and Support (Supported Employment); Medicaid Behavioral Health Rate Restoration Update; 2025-2026 National Core Indicators-I/DD Survey; Required Update for All HCBS Provider Contact Information; Notice of Rate Adjustment: Peer Support Group (H0038HQ); Claims Inquiry Submissions; 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

FEE SCHEDULE UPDATE AND CLAIM REPROCESSING ANNOUNCEMENT

We are pleased to inform you that Trillium rates have been fully reverted in the system. Providers may now submit claims using your contractual rates that were in effect prior to October 1, 2025.

For any claims that were reimbursed at the previous rate, your claims will be reprocessed automatically; no additional actions are needed.

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

Thank you for your attention and continued partnership.

ROADMAP 2 READY: JANUARY 2026

**Roadmap
2 Ready**



Happy New Year! Take the initiative to improve your emergency plans for your organization this year. Each month we will cover a topic that is a part of the Centers for Medicare &

Medicaid Services Emergency Preparedness Rule. Interested to see what we covered last year? [Click here](#)

Communication is critical during an emergency. For January, we're sharing resources to help you **review and improve your communication plan**.

All facilities that fall under CMS except for transplant facilities must have a communication plan that complies with Federal, State, and local laws and must be reviewed and updated at least every 2 years (annually for LTC facilities).

[Ensuring communications](#) to outside entities, throughout the facility and how to receive emergency notifications are important pieces to your plan. Consider these backup alternatives:

🌿 Cell phone alternatives such as:

- Radio transceivers (walkie-talkies)
- NOAA Weather Radio
- Amateur Radio Operators' (HAM Radio) systems
- Satellite telephone communications systems.

🌿 Include when and how to use which system and who uses it

🌿 Facilities may seek information about:

- The [National Communication System \(NCS\)](#), which offers a wide range of National Security and Emergency Preparedness communications services,
- The Government Emergency Telecommunications Services (GETS),
- The Telecommunications Service Priority (TSP) Program,
- Wireless Priority Service (WPS),
- SHARES

NORTH CAROLINA CHILD WELFARE TRAUMA-INFORMED ASSESSMENT (NC CWTIA) REQUEST FOR APPLICATIONS (RFA)

North Carolina Department of Health and Human Services Division of Social Services (NCDHHS DSS) in coordination with North Carolina Medicaid Health Plans is seeking provider agencies to participate in the implementation of the North Carolina Child Welfare Trauma-Informed Assessment (NC CWTIA)—a standardized, trauma-informed clinical assessment process for children and youth involved with county Departments of Social Services (DSS). The purpose of the assessment is to support children who are entering, or at risk of entry into, the foster care system and who may have experiences or needs that place them at higher risk for requiring behavioral health and other clinical or non-clinical interventions. The assessment is intended to help identify and understand these needs to inform appropriate support and services in coordination with the Division and other agencies. Selected providers will engage in training, ongoing clinical coaching, and fidelity monitoring to ensure high quality, consistent assessments for the eligible population statewide.

For More Details [RFA NC DHHS CWTIA](#)

NCTRACKS QUICK LINKS

-  [Winter Wellness: Supporting Mental Health for Older Adults and Caregivers- Self Care Strategies and Support Resources](#)
-  [Side by Side with DMH/DD/SUS Year in Review: DMH/DD/SUS Strategic Plan](#)
-  [NCDHHS Inclusion Connects Releases Quarterly Report Expanding Access to Services and Supports for People with I/DD](#)
-  [Rural Health Transportation Program NC Town Hall](#)
-  [Inclusion Works Community Advisory Committee Meeting](#)
-  [State Consumer and Family Advisory Committee](#)
-  [State to Local Consumer and Family Advisory Committee Meeting](#)
-  [NC Medicaid Back Porch Chat Key Updates](#)

REMINDERS

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	February 28, 2026
RFP Award Notification	March 27, 2026

MEDICAID BEHAVIORAL HEALTH RATE RESTORATION UPDATE

REVERSAL OF NC MEDICAID RATE REDUCTIONS

On December 10, 2025, the North Carolina Department of Health and Human Services (NCDHHS) announced that it will reverse the Medicaid rate reductions that were implemented on October 1, 2025. Trillium Health Resources is committed to collaborating with providers to restore all reimbursement rates to the levels in effect as of September 30, 2025, or to the appropriate rate as set by the fee schedules being released on January 5, 2026. Please note that billing or rate changes announced by Trillium between October 1, 2025, and December 31, 2025, will remain in effect as outlined.

RECOUPMENTS

Trillium did not begin implementing the rate reductions until November 1, 2025. In anticipation of a resolution to the rate reduction issue, the rate differential for services provided from October 1, 2025 to October 31, 2025 has not been recouped.

As a result, there will be no outstanding recoupments related to the October 1 fee schedule changes.

REVISED FEE SCHEDULES

NCDHHS has informed NC Medicaid health plans that updated NC Medicaid Direct fee schedules will be posted on the Fee Schedules and Covered Codes Portal by January 5, 2026. These updated schedules will reflect the annual procedure code changes. Trillium will post updated rate schedules on the Rates & Check Write Schedule webpage once finalized.

IMPORTANT DATES

NCDHHS has notified NC Medicaid health plans that updated rate schedules must be implemented by February 19, 2026, with all affected claims to be reprocessed by March 21, 2026. These dates are contingent upon the timely receipt of updated fee schedules from NCDHHS on January 5, 2026. Trillium will begin implementing the new fee schedules as soon as they are received, but no later than 45 days after the issuance of the revised schedules. Providers are encouraged to continue monitoring communications from Trillium for additional details and updates regarding the timeline.

REPROCESSING AND INTERIM CLAIMS

Providers will not need to take any action for claims to be reprocessed. While Trillium has up to 30 days to reprocess claims following the implementation of the updated fee schedules, we are committed to doing so promptly to ensure timely payment to providers. Information regarding interim claims will be communicated in an upcoming Network Communication Bulletin.

GLP-1 RETROACTIVITY

Previously denied or end-dated prior authorizations for weight loss treatments under the policy effective from October 1 to December 12, 2025, must be resubmitted for evaluation under the updated criteria. Trillium is unable to re-adjudicate previously denied point-of-sale pharmacy claims without an approved prior authorization on file. However, if a prior authorization is under active appeal and the member meets the updated coverage criteria, the authorization will generally be approved.

For additional information, please refer to the following NC Medicaid Bulletins: · Medicaid Rate Reduction Reversal Update · NC Medicaid to Reinstitute Coverage of GLP-1s for Weight Management · Non-Emergency Medical Transportation Rate Reduction Update

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 with contact information for the point of contact for the NCI-IDD 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 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.

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.

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.

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.

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.