

**To:** All Providers

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Senior VP of Network Management

**Date:** January 23, 2026

**Subject:** Major Winter Storm Alert; The Human Rights Committee (HRC); Co-Pay Guidance for Pregnant Medicaid Beneficiaries; NC Tracks Quick Links; 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); Request for Proposal: Individual Placement and Support (Supported Employment); 2025-2026 National Core Indicators-I/DD Survey; Required Update for All HCBS Provider Contact Information; Culturally & Linguistically Competent Care-Training Alerts & Updates; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

## NEW

### MAJOR WINTER STORM ALERT

As you are likely aware Governor Stein declared a State of Emergency for North Carolina on January 22, 2026. Recent predictions have this storm bringing hazardous roadway conditions for several days due to the sustained subfreezing temperatures that are expected throughout next week.

 [Issued Executive Order No. 31 on January 21, 2026](#)

Trillium understands some of our counties may be affected by the Major Winter Storm, with certain areas experiencing closures. We are asking our network providers to inform us of any service provision or operational changes resulting from this weather event by using the link below.

Providers experiencing changes in operations should also notify us when normal operations resume.




 [Changes in Operations Form](#)

## THE HUMAN RIGHTS COMMITTEE (HRC)

The Trillium Human Rights Committee (HRC) is dedicated to safeguarding the rights of individuals receiving mental health, substance use, and intellectual/developmental disability (I/DD) services. Working hand-in-hand with CFAC members, families, Trillium staff, and providers, the HRC ensures that services are always delivered with respect for member rights.

The HRC is a diverse group including family members, individuals served, practitioners, providers, and specialists representing all disability groups and regions in Trillium's catchment area. Participants must adhere to privacy and HIPAA laws and commit to attending all meetings. Trillium staff act as liaisons and provide administrative support to the committee, with regular reports made to the Quality Improvement Committee (QIC), which takes appropriate action based on the HRC's recommendations.

The HRC's mission, in accordance with NC General Statutes/ Administrative Code is to ensure compliance with members' rights, confidentiality laws, and established procedures for handling grievances, allegations of abuse, and concerns about restrictive treatment and service access. The committee's primary responsibilities include reviewing:

-  Critical incidents involving restrictive interventions, allegations of abuse, neglect, exploitation by staff, and member deaths.
-  Complaints and grievances related to member rights violations, questionable practices, service access, inadequate treatment, confidentiality issues, alleged abuse, and unsafe facilities.
-  Provider concerns related to quality of care, accessibility, health and safety, and crisis responsiveness.

To serve on the HRC, you must be an adult member/recipient, a relative or guardian of a member/recipient, a network provider, or other stakeholder living in one of the counties in Trillium's catchment area.

Trillium is currently seeking a provider representative for the *Southern Region* service area. To identify which counties fall into the Southern region, please [click here](#).

To apply for membership, fill out the [Human Rights Committee Application](#). For questions, contact us at [QMInfo@TrilliumNC.org](mailto:QMInfo@TrilliumNC.org). For more information, visit [Trillium Health Resources - Committees](#).

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## CO-PAY GUIDANCE FOR PREGNANT MEDICAID BENEFICIARIES

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This announcement serves as a reminder of federal and state requirements regarding cost sharing for pregnant individuals enrolled in North Carolina Medicaid.

Under federal regulation **42 C.F.R. § 447.56**, Medicaid providers **may not charge copayments, coinsurance, or any other form of cost sharing to pregnant Medicaid beneficiaries** for any Medicaid-covered service. This prohibition applies to all pregnant beneficiaries, regardless of Medicaid eligibility category. It is not limited to individuals enrolled under the Medicaid for Pregnant Women coverage group.

**Pregnant beneficiaries must not be billed or asked to pay copays at the point of service or after services are rendered.** This requirement applies to all covered services, including office visits, prescriptions, laboratory services, and other Medicaid-covered benefits.

Providers are responsible for ensuring that billing practices, intake workflows, and front-office procedures comply with this requirement. Any copayments collected from pregnant Medicaid beneficiaries in error must be refunded.

Failure to comply with Medicaid cost-sharing requirements may result in corrective action, including recoupment of improperly collected amounts and other administrative remedies.





Please review your internal processes to ensure ongoing compliance.

If you have questions, contact [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org)

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## NCTRACKS QUICK LINKS

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-  [NC Medicaid Virtual Office Hours February 5 2026](#)
-  [Inclusion Connects Advisory Committee Meeting](#)
-  [Mental Health 101 A Webinar for North Carolina's AAPI Community](#)
-  [Side by Side with DMH/DD/SUS](#)

## REMINDERS

### 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](mailto:RatesFinance@TrilliumNC.org)

Thank you for your attention and continued partnership.

### ROADMAP 2 READY: JANUARY 2026



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

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

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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](#)

## 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
<a href="#">Question and Answer Results Posted</a>	December 5, 2025
Submission Deadline <a href="#">Submit Proposal</a>	February 28, 2026
RFP Award Notification	March 27, 2026

## 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-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](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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## REQUIRED UPDATE FOR ALL HCBS PROVIDER CONTACT INFORMATION

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### 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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## 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.