



URGENT

NOTIFICATION FOR PROVIDERS

Attention Innovations Waiver Providers

All Innovation Waiver Providers - Sharing Documents through Provider Direct

Effective July 23, 2018: Trillium's IDD Care Coordinators will start to share approved Individual Support Plans/Revisions through the Provider Direct system. These documents will no longer be shared via email.

What this means for Providers:

System administrators will continue to receive alerts that a document has been uploaded via the Provider Direct System.

Care Coordinators will continue to send a notification email requesting Treatment Authorization Request submission. This email will contain a DRAFT copy of the Individual Support Plan/Cost Summary for review.

ONLY PROVIDERS WITH CURRENT OR FUTURE AUTHORIZATIONS WILL RECEIVE THESE DOCUMENTS.

It is very important that System Administrators adhere to requirements as outlined on Trillium's provider learning portal. Qualified Persons will not receive notifications about documents unless System Administrator grants permission.

Please contact your agency's System Administrator with questions regarding documents shared.

Community Navigator and Person Centered Planning

The North Carolina Division of Medical Assistance and the Division of Mental health, Developmental Disabilities, and Substance Abuse, and the LME/MCOs Services will offer an afternoon webinar on the Community Navigators role in Person Centered Planning. This presentation will provide an overview of the person centered process and piloted ISP templates. This training specifically targets Provider Agencies and Community Navigators that provide Innovation Waiver services.

See Details [HERE](#)

