



Network NewsBrief

A *Newsletter* for All Things Network



October NewsBrief 019

October 7, 2016

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PROVIDER MEETING OCTOBER 20

The October Provider Meeting is scheduled for Thursday, October 20 at 10:00 a.m. The Agenda and WebEx information is coming soon.

[VIEW GAST NEWSLETTER](#)

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WHAT YOU SHOULD KNOW

2016 Consumer Satisfaction Surveys

The 2016 Consumer Satisfaction Surveys have been mailed to enrollees. This process requires limited provider participation. If enrollees have questions they can be referred to Trillium at 866-998-2597. [View Flyer](#)

ATTENTION All Medicaid Providers

Due to recent legislative revisions, there are several changes that will require providers to update their profiles in NCTracks and how they are submitting claims that will affect both past and future Medicaid payments. At the next Provider meeting on **October 20**, Trillium will be presenting a general overview of what these changes are in regards to your claims submission, how it may affect you, what steps providers need to take in order to comply and how Trillium can assist you in meeting your obligations. **Please make sure to have a representative from your agency attend this presentation in order to prepare for the changes.**

Joint Communication Bulletin #J218

Per Joint Communication Bulletin #J218

- Effective November 1, 2016 services delivered by mid-level providers can no longer be billed "incident to." This change was published in the September 2016 Medicaid Bulletin.
- Mid-level providers are Physician Assistants (PAs), Nurse Practitioners (NPs), Certified Registered Nurse Anesthetists (CRNAs), and Certified Nurse Midwives (CNM). These mid-level providers must enroll with N.C. Medicaid and N.C. Health Choice (NCHC). All services provided must be fielded to NC Tracks using their National Provider Identifier (NPI) as the rendering (or attending) provider.
- Providers with questions about the NCTracks online enrollment application can contact the CSRA Call Center at 1-800-688-6696 (phone); 919-851-4014 (fax) or NCTracksprovider@nctracks.com (email).

[Surgeon Generals Request Turn the Tide Campaign:](#)

The U.S. Surgeon General is taking historic action by sending a personal letter to more than 2.3 million health care practitioners and public health leaders. He is seeking our help to address the prescription opioid crisis. The U.S Surgeon General is asking practitioners to visit [www. TurnTheTideRx.org/join/](http://www.TurnTheTideRx.org/join/) to join with clinicians from across the country in a simple but powerful movement to end this epidemic and sign the pledge.

[Online Relapse Prevention Program Research Opportunity for Adolescents:](#)

The National Institute on Drug Abuse has funded a project, led by 3C Institute in Durham, to create an innovative relapse prevention tool called Arise, an online coping skills training program to help adolescents who have completed substance abuse treatment continue with supportive after care to help prevent relapse.

[VIDEO](#) explaining the Arise program.

[Learn More](#)

[Trillium Pledges Support to Decrease Opioid Overdose:](#)

To assist in reducing the number of overdoses related to opioid use, Trillium recently pledged \$100,000 to the NC Harm Reduction Coalition. [Learn More](#)

TRILLIUM INITIATIVES & PROGRAMS IN THE COMMUNITY

[Compassion Reaction in the Schools:](#)

The Compassion Reaction/ Rachael's Challenge events are in full swing and occurring in various schools across our catchment area. View the Sharepoint Calendar for specific schools and dates.

[Learn More](#)

[Letter from a Parent](#)

[Lakeforest Elementary starting a Chain Reaction](#)

[Play Together Playground Openings:](#)

October 20 - Elizabeth City Read More

[Learn More](#)

Video - [Ayden Commissioner, Mary Alice Davenport, enjoys the zip-line swing](#)

[Youth Mental Health/First Aid:](#)

Trillium Health Resources will be offering Youth Mental Health First Aid training at no cost to participants.

[Learn More](#)

[CIT Program:](#)

CIT Training will occur November 14-18 in Carolina Beach, NC

[Learn More](#)

December 5-9 in Morehead City, NC

[Learn More](#)



NEED TO SEND A SECURE EMAIL TO TRILLIUM?

Over the last month, there has been a significant uptick in the number of *unsecure* emails containing protected health information being sent to Trillium.

As contracted health care providers with Trillium Health Resources MCO, providers are required to abide by all regulations in HIPAA's Final Rule including those pertaining to safeguarding the confidentiality of PHI when it is transmitted electronically.

Attached is a short tutorial that you can share with your staff which explains how you can securely send consumer protected health information to Trillium using Zixmail.

When you access Zixmail through the Provider Portal on Trillium's website, you can compose a email and send it.

Once you type the word, ZIXSECURE in the subject line, the zixmail program encrypts the contents of the email and any attachments.

It does NOT encrypt the subject line. This is where a significant misunderstanding is occurring. No PHI is allowed in the subject line. This includes combinations of consumer initials, names, date of birth, Medicaid or MCO #, etc.

Additional technical assistance can be received by calling Christine Holbrook at 1-877-998-2597 Monday through Friday from 8:30-5:00.

[ACCESS ZIXMAIL IN 6 EASY STEPS](#)

OPPORTUNITIES FROM OUR PARTNERS

[FFTA 2016 Fall Conference:](#)

October 11, 10am to 3pm
Durham, NC
[Learn More](#)

[Supported Living RFA:](#)

Dead Line To Apply is
October 10
[Learn More](#)

[Struggles of Opioid Addiction:](#)

October 14
[Learn More](#)

[12th Annual Eastern Region I/DD Services Conference:](#)

October 20-21, 8am to 4pm
Greenville, NC
[Learn More](#)

[13th Annual NAMI Walk:](#)

November 19, 9am to 12pm
Wilmington, NC
[Learn More](#)

[2016 NC Council Conference and Exhibition:](#)

December 7-9
Pinehurst, NC
[Learn More](#)

[RI International Wellness City Outreach Class Schedules - October 2016:](#)

[Eastern NC](#)
[Greenville](#)
[Wilmington](#)
[New Bern](#)



[Transgender Support Group:](#)

3rd Thursday of each month
[Learn More](#)

[PFLAG:](#)

[Learn More](#)

See what's coming in November. Get a sneak peek on our [Events Calendar](#).

CELEBRATE OCTOBER

[National Bullying Prevention Month](#)

Every October, schools and organizations across the country join STOMP Out Bullying™ in observing National Bullying Prevention Month.

The goal: encourage communities to work together to stop bullying and cyberbullying by increasing awareness of the prevalence and impact of bullying on all children of all ages. [Learn More](#)



[National Disability Employment Awareness Month](#)

Reflecting the important role disability plays in workforce diversity, this year's National Disability Employment Awareness Month (NDEAM) theme is "#InclusionWorks." [Learn More](#)



[ADHD Awareness Month](#)

The 2016 theme is "Knowing is Better." It's better for parents to know that ADHD might be part of the picture so they can seek out the help their children need; it's better for young adults to know about their ADHD so they might arrange for appropriate accommodations in school or the workplace; and it's better for adults to recognize their ADHD instead of feeling destined to a life of under achievement and frustration. [Learn More](#)



[National Down Syndrome Awareness Month](#)

Down syndrome is the most commonly occurring chromosomal condition and



is caused by a full or partial extra copy of chromosome 21. People with

Down syndrome are living longer, happier and healthier lives than ever before; they are attending school, working and contributing to society in many wonderful ways. [Learn More.](#)

