



Network NewsBrief

A *Newsletter* for All Things Network



April NewsBrief 025

April 11, 2017

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PROVIDER MEETING NOW OCCURS BI-MONTHLY

The Provider Meeting has changed to an every other month format. The next Provider Meeting will occur on May 18 from 10am to noon.

UPCOMING MEETINGS
May 18 from 10am - noon
July 20 from 10am - noon

Want to receive future Newsletters & Announcements from Trillium?
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WHAT YOU SHOULD KNOW

[Important NewsBreak Reminders](#)
[NewsBreak 77](#) - JCB #J240

[NewsBreak 78](#) - Back-up Staffing Updates

[NewsBreak 79](#) - Provider Direct Change in Default End Date, Attention Innovations Waiver Service Providers - Signature of Service Providers Required

REMINDER: QIP's Due July 31
All 2016-2017 Quality Improvement Projects (QIPs) are due on or before 7/31/17. Any fully contracted provider agency with a state contract is required to submit three QIPs for fiscal year 2016-2017. A recommended template and scoring tool can be found on the Trillium website (For Providers - Provider documents). Please submit QIPs to Qminfo@Trilliumnc.org

[JCB #J243 - 2016 Provider Satisfaction Survey](#)

Attached are the results of the 2016 DHHS Provider Satisfaction Survey. Trillium appreciates you taking the time to participate in this survey. Thanks to you, our catchment area received the highest percentage of participation. Great Job Everyone!
[READ MORE](#)

[QIP Intervention - Provider Satisfaction Survey](#)

On an annual basis, a survey is conducted of all providers participating in the 1915(b)/(c) Medicaid Waiver program to determine how well MCOs across the state are meeting providers' expectations and needs, and to assess provider perceptions of their respective MCO(s).

Since provider satisfaction is extremely important to Trillium Health Resources, we developed a Quality Improvement Project that is focused solely on improving the overall satisfaction of network providers.

As part of this project to increase overall satisfaction, Trillium periodically surveys the provider network to gauge current satisfaction and to determine what areas need the most improvement and intervention. Up to this point, the number of providers who have chosen to respond to this survey has been low.

The next survey is scheduled to be sent out to the provider network on June 1st. We would greatly appreciate you taking the time to participate in the survey. Your feedback is important to us and will help us know how we can improve and what we are doing well!

thank you!

Upcoming Systems Enhancement for Claims

ATTENTION ALL PROVIDERS

Trillium is in the process of enhancing the site level adjudication process in our software system. Implementation of this enhancement is projected for June 1, 2017. To ensure claims are processing correctly, and do not deny in error, please make sure claims are billed to the appropriate contracted site where the service was rendered.

When submitting claims via Provider Direct (PD) please make sure the correct NPI# and address are chosen from the dropdown menu when selecting the Provider Billing NPI. For CMS1500 claims, FL33 will show the address and NPI# chosen. Please make sure the taxonomy affiliated with this NPI/Address is selected in FL33B. For UB04 claims, FL1 will show the address selected and FL56 will reflect the NPI# chosen. Please make sure the taxonomy associated with the billing provider is selected in FL81.

If correct NPI# and address are not shown in the dropdown, please contact your Network Liaison with Trillium for assistance in getting the correct information updated in Provider Direct.

For providers submitting claims via 837 electronic files, please ensure correct NPI, address, zip + 4 and taxonomies are submitted.

CONT.

Trillium encourages Provider Agencies to review their contracted site information which can be found under the Provider Management option in PD. In addition, please make sure that all NPI#s, address information and taxonomies have the correct linkage at NCTracks. To review the linkages in NCTracks associated with your provider agency, please go to the NCTracks website at www.NCTracks.nc.gov.

If you have any questions, please contact your Claims Specialist or Network Liaison.

2017 TRANSFORMING LIVES AWARDS

Please show your support of fellow network providers and community stakeholders by submitting a nomination that highlights the great things they are doing to transform the lives of individuals living with MH/IDD/SU. Don't forget, you can submit nominations on behalf of your agency and the people you work with!

Nominees will receive an invitation to attend a banquet lunch scheduled for August in their honor. Winners will be announced during this event.

[Download and Print Nomination Form](#)

NEW PLAYGROUND OPENINGS

Cultural & Wellness Center

9536 Hwy. 605 N
Jackson, NC, 27845

Hampstead Kiwanis Park
586 Sloop Point Rd.
Hampstead, NC, 28443

Splash Pad

Hugh MaCrae Park
314 Pine Grove Dr.
Wilmington, NC, 28409



TRILLIUM'S NEWEST INITIATIVE

The Charles Lee Center

A few years ago, the Charles Lea Center shifted their focus from supporting people within a residential setting to supporting people in a community setting.



[READ MORE](#)



Join us for The Charles Lea Center informational events:

April 24

6pm to 8pm

Pitt County NC Cooperative Ext.
403 Government Circle
Greenville, NC, 27834

April 25

6pm to 8pm

Trillium Health Resources
3809 Shipyard Blvd.
Wilmington, NC, 28403

NC 211 UPDATE



As NC 2-1-1 moves to assuming responsibility for data maintenance and support in Trilliums footprint, it is appropriate to inform stakeholders that NC 2-1-1 is ready to accept updates immediately by sending an email to nc211data@unitedwaync.org.

NC 2-1-1 has also provided all United Ways with marketing materials but are also available to agencies by calling 919-834-5200. Finally, in early April a long awaited new web site nc211.org will launch and which features a section for agency professionals on updating resources, and learning more about NC 2-1-1 initiatives.

APRIL OBSERVANCES



April is a busy month raising awareness for the populations we serve. For more information, take a moment to review these important campaigns and learn how you can show your support.



SHARED NEWSLETTERS



OPPORTUNITIES

[When Love is Not ENOUGH](#)

April 12, 6pm to 8pm
New Bern, NC

[2017 Spring Conference - The Aging Journey](#)

April 13, 8:30am to 3:30pm
Greenville, NC

[Darkness to Light: Stewards of Children](#)

April 13, 1pm to 3pm
Elizabeth City, NC

[2017 Addiction Professionals Conference of NC](#)

April 19, 8am to 12 pm
Asheville, NC

[4th Annual Disability Advocacy Conference](#)

April 20, 8:30am to 4:45pm
Chapel Hill, NC

[2017 SA & Pregnancy Conference - Interventions and Evidence Based Care](#)

April 21, 8am to 4:15pm
Greenville, NC

[NC TIDE Conference](#)

April 23-26
Wilmington, NC

[Positive Behavior Intervention and Supports \(PBIS\)](#)

April 26, 12pm to 2pm
Elizabeth City, NC

[2017 Eastern Region Adult Services Conference: Current Issues in Adult MH](#)

April 27, 8:30am to 4:45pm
Greenville, NC

[Listening Session - LME-MCO & Providers of SU Disorder Services](#)

April 13, 1pm to 3pm
Asheville, NC
May 9, 2pm to 4pm
Greenville, NC