



# Network NewsBrief

A *Newsletter* for All Things Network



June NewsBrief 027

June 9, 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 July 20 from 10am to noon.

Want to receive future Newsletters & Announcements from Trillium?  
[SUBSCRIBE HERE](#)

## WHAT YOU SHOULD KNOW

[Important NewsBreak Reminders](#)  
[NewsBreak 86](#) - NPI and Taxonomy Related Denials

[NewsBreak 87](#) - NPI and Taxonomy Related Denials-System Corrected

[NewsBreak 88](#) - 21st Century Cures Act, State Targeted Response to the Opioid Crisis Grants

[NewsBreak 89](#) - Upcoming System Enhancement for Claims Adjudication Update

[NewsBreak 91](#) - Modifications to the Weekly RA

[NewsBreak 92](#) - State Benefit Plan, ASOUD (Adult Substance Opioid Use Disorder), is now available in Provider Direct

[NewsBreak 93](#) - Nash County Realignment Update

[Joint Communication Bulletin #J248](#)

Critical Access Behavioral Health Agencies (CABHAs) Sunsetting  
[LEARN 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.

This survey was 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!*

## New Combined State and Medicaid contract

In response to the MegaRegs\* issued by CMS, Trillium took the opportunity to revise its Network Provider contracts by combining the State and Medicaid contracts into a single document.

Starting in July 2017 Trillium will issue a New Combined State and Medicaid contract.

Trillium will start with those providers who have both State and Medicaid funded services but may include providers who ONLY provide Medicaid funded services and have been reviewed and approved for an extension of the contract.

Trillium will be reviewing all other Provider Contracts and issuing the New Combined Contract in phases until all approved Provider Contracts are on this New Combined Contract template.

If there are any questions please e-mail

[UCRContracts@trilliumnc.org](mailto:UCRContracts@trilliumnc.org).

\* [Medicaid and CHIP Managed Care Final Rule](#)

## 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](mailto:Qminfo@Trilliumnc.org)

## NC ABLE Act

Learn how provisions of the Achieving a Better Life Experience (ABLE) Act (Public Law 113-295)1 can be combined with federal benefit services and other federal programs and initiatives to further competitive integrated employment for people with disabilities.

[LEARN MORE](#)

## Provider Training Needs Survey

Meeting the training needs of network providers is a priority of Trillium. To accomplish this, the Training Department sends periodic surveys requesting feedback on training needs. This survey will close at 5:00 pm on Friday, June 30. Your participation is greatly appreciated.

[TAKE SURVEY](#)

## Trillium's Efforts on Opioid Epidemic

Trillium has been actively engaged with addressing the opioid epidemic and has become increasingly concerned about the growing opioid epidemic evident across our catchment area.

[LEARN MORE](#)

## Community Training Needs Survey

We use training sessions and materials to help educate individuals and family members about behavioral health and share information about how North Carolina's health and Medicaid systems operate. Please share this short survey with enrollees, family members, and individuals in the community. Their suggestions will help us develop future training sessions and materials.

[TAKE SURVEY](#)

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## **CELEBRATE PTSD AWARENESS MONTH**

While a Post Traumatic Stress Disorder (PTSD) is most commonly associated with individuals who have served in the armed forces, anyone that experiences or witnesses a life-threatening event like combat, a natural disaster, a car accident, or a sexual assault can develop a post traumatic stress disorder (PTSD). [LEARN MORE](#)



From any computer, go to:

[www.TrilliumHealthResources.ethicspoint.com](http://www.TrilliumHealthResources.ethicspoint.com)

Call toll free: 1-855-659-7660

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud and abuse and confidentiality breaches.

[VIEW/PRINT FLIER](#)

## 2017-2018 PROPOSED BUDGET

A copy of the 2017-2018 proposed budget Fiscal Year 2017-2018, has been submitted to the Trillium Governing Board and will be available for public inspection from June 1 to June 22, 2017, at the Trillium Health Resources office at 144 Community College Road, Ahoskie, NC.

The public hearing on the budget will be held on Thursday, June 22, 2017, at 4:00 p.m. at the Trillium office at 201 W. First Street, Greenville, NC.

[2017-2018 Business Financial Plan](#)

[2017-2018 Budget Ordinance](#)

## HUGH MACRAE PARK, WILMINGTON, NC

A Trillium funded all-inclusive playground was recently voted one of the Best Playgrounds of 2017. [LEARN MORE](#)



## TAKE A MOMENT TO CHECK OUT OUR NEW VIDEO'S

Save our Day Camps



Rachel's Challenge Initiative



## NC TRACKS FAQ PAGE

Have questions that relate to NC TRACKS? Below is a link to the NC TRACKS FAQ information webpage. [LEARN MORE](#)

This link has also been placed on our For Providers webpage under Resources and Links.

## FAIR HOUSING TRAINING

You are invited to attend a free training by the Fair Housing Project.

Tuesday, June 20  
10:00 am -12:00 pm  
Trillium Health Resources  
201 West First Street  
Greenville, NC  
[REGISTRATION LINK](#)

## OPPORTUNITIES & COMMUNITY EVENTS

### Innovations Waiver Listening Sessions

The NC Division of Medical Assistance and the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services are holding listening sessions on the NC Innovations Waiver as we prepare to renew the Waiver.

[VIEW UPCOMING SESSIONS](#)

June 10-11  
Fun Day at the Beach  
7:30am - 2pm  
Nags Head, NC  
[LEARN MORE](#)

June 14-16  
MH America Annual Conference  
Washington, DC  
[LEARN MORE](#)

June 14-16  
37th Annual NCHIMA Behavioral Health Section Conference  
Raleigh, NC  
[LEARN MORE](#)

June 27  
Resilience - The Biology of Science and Hope  
5:30pm - 8:00  
Jacksonville, NC  
[LEARN MORE](#)

2017 is a critical year for advocacy in support of addiction and mental health priorities. With major proposed changes to Medicaid, we are reliant upon everyone to advocate to protect access to care.

How can you help? Contact your local elected officials at <http://www.trilliumhealthresources.org/globalassets/webserver/documents/regions-house-representative.pdf> or share this post #checkthemath #raidonaidnc #NCGA

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