



Attention All Providers - Incident Reporting Update

Effective July 3, 2017 all providers who are submitting level II and III incident reports for Nash County will need to select "**Nash 7-2017**".

If there are any questions or concerns, please contact Wylanda Jones or Julie McCall in the Quality Management department by emailing incidentreporting@TrilliumNC.org.

Reminders: Trillium has an expectation of zero late submissions for incident reporting. All reports are expected to be submitted within the required timeframes. It is the provider's responsibility to ensure that IRIS reports have been submitted and not just saved. If additional information is requested by Trillium, responses should be provided within 24 hours.

Attention All Providers - JCB #J255

Joint Communication Bulletin #J255 - Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects

Overview of #J255

- Of interest, I think, primarily to QM
- "The purpose of this bulletin is to collect the Annual Quality Strategy and Quality Improvement Projects/Performance Improvement Projects for each LME/MCO"
- Requests that we "send all QIP results and plans for the current year to contactdmhquality@dhhs.nc.gov and Adolph.simmmons@dhhs.nc.gov by August 31, 2017"

Attention All Providers - JCB #J256

Joint Communication Bulletin #256 - Back-up Staffing

Overview of #J256

- Of interest mostly, perhaps, to QM, Network, IDD CC
- "The purpose of this bulletin is to provide information to the LME-MCOs and providers regarding the backup staffing reporting process."
- Talks about our need to have a spreadsheet for providers or Employers of Record to report to us, bi-weekly, when they are unable to provide back-up staff when needed to provide a service
- There are exceptions for "service breaks," e.g. holidays, family vacations, sickness, etc.
- We are then required to report these to DMA quarterly

[VIEW and PRINT #J256](#)

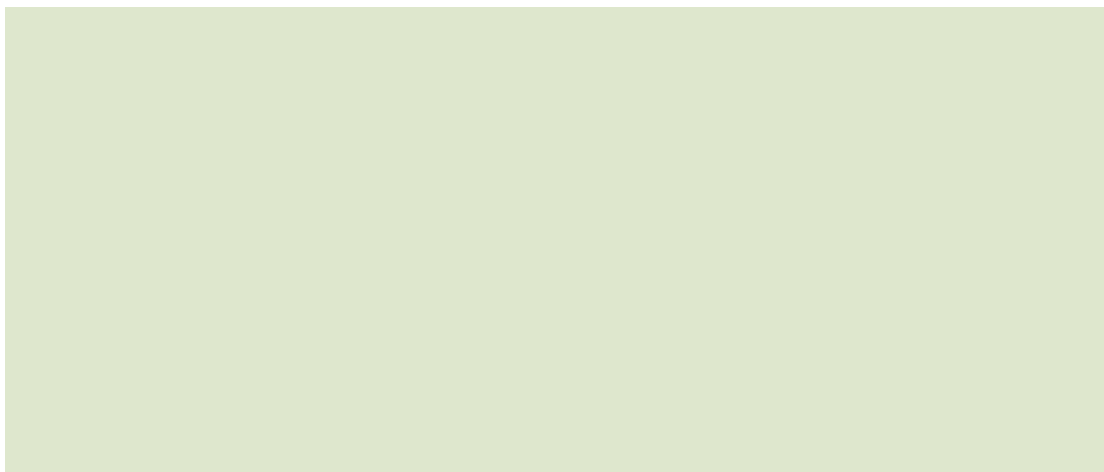
Attention All Providers - JCB #J257

Joint Communication Bulletin #257 - State Funded Inpatient Behavioral Health Services

Overview of #J257

- Touches on both rates and clinical issues, so I think this one has potential impact on most Trillium teams
- Tells us that, "The implementation date for the revised State-Funded Inpatient Behavioral Health Services definition is July 1, 2017."
- Replaces the current DMH "Inpatient Hospital" service definition
- The stated purpose is to bring it more in line with DMA Clinical Coverage Policy (CCP)
- There is a lot more detail within

[VIEW and PRINT #J257](#)



Report Fraud and Abuse



- Have you witnessed potential fraud and abuse?
- Are you aware of or suspect fraud and abuse at a provider agency?
 - Did you notice a suspicious authorization request or claim?
- Was your personal health information released without your permission?

If so, an easy way to report is through

ETHICSPPOINT!

EthicsPoint is a secure and confidential system available for reporting suspected violations of fraud and abuse and confidentiality breaches.

To make a report:



From any computer, go to:

www.TrilliumHealthResources.ethicspoint.com



Call toll free: 1-855-659-7660

Available 24 hours a day,
7 days a week, 365 days a year!



ALL QIPs DUE ON OR BEFORE JULY 31

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

Need to Send a Secure Email?

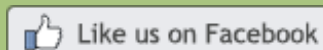
Zixmail is available to our Provider Network through the Provider Portal.



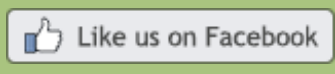
[ACCESS ZIXMAIL](#)

STAY UP TO DATE WITH SOCIAL MEDIA AND OUR EVENTS CALENDAR

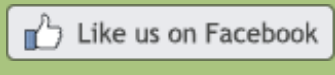
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Trillium Direct Connect for Recovery



Trillium NC



Trillium YouTube



Trillium Health Resources - Events Calendar

[Website Events Calendar](#)

