

## Questions & Answers

- 1. Could someone tell us where the PowerPoint to these meetings are on your website and the Q &A. I was not able to locate the last one.**

*The Provider Forum page is listed on the "For Providers" page at [www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org). Under Provider Information, a link to Provider Forum is available. The recording, presentation and Q & A are available for our February and March Forums.*

- 2. Does the call center make referrals for outpatient therapy & med mgt services?**

*Yes, the Member and Recipient Services Line can assist with referrals. The telephone number is 1-877-685-2415 (Toll-Free).*

- 3. As a provider, should we be interested in obtaining NCQA Accreditation, in addition to CARF?**

*NC Clinical Coverage Policies include information on which services (by taxonomy) require accreditation. Providers should refer to this guidance and make a determination on which accreditation (CARF or NCQA) is best suited to their services, interests, and needs as a provider organization.*

- 4. It's was mentioned that Trillium Providers can access all 100 counties in NC to deliver services. Is this accurate, or a misinterpretation of the remarks?**

*We have service providers in all 100 counties. Providers can provide services as identified in their contract.*

- 5. Is there a way to simplify the process of PA for admission to Level 3 residential services?**

*The clinical documentation requirements cannot be simplified.*

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*Providers in Network, submit a TAR through Provider Direct and upload all of the required clinical documentation.*

*Providers out of Network, email [UM@TrilliumNC.org](mailto:UM@TrilliumNC.org) to request service(s) and follow the SCA-OON process that is on our website.*

### **6. Good morning. If we are having performance issues with NEMT vendors, who do we speak with to address those issues?**

*Please contact Modivcare with concerns regarding performance issues with NEMT vendors. Providers may call 877-685-2415. Members may call 855-397-3612.*

### **7. Where is the Referral Form located?**

*The form is located on the Trillium website. For Providers > Resources > Provider Documents & Forms > Care Coordination Forms*

### **8. Does THR issue certificates for completion of various training through Provider Direct?**

*Certificates are available in Provider My Learning Campus for courses completed.*

### **9. Is it normal for provider direct RA's to be messed up each week? When I go to click on the RA for the current week and it always opens an RA from 2 weeks ago or an RA from a month ago. I have submitted many tickets, and no one can ever tell me why this happens. It's not just happening to me but also other people that I work with in our company.**

*In the past several weeks our IT department has identified and resolved issues that impacted payments and visibility of RA's. A communication is sent out to providers informing them of what issues are once identified followed by another communication indicating the issue has been resolved. If your colleagues continue to experience issues with accessing RA's please email [PDsupport@TrilliumNC.org](mailto:PDsupport@TrilliumNC.org). Thank you.*

## Questions & Answers

### **10. Can you suggest an appropriate EHR platform for behavioral health services that would accommodate residential & outpatient services?**

*Thank you for your inquiry regarding electronic health record (EHR) platforms suitable for behavioral health services encompassing both residential and outpatient levels of care.*

*While we recognize the importance of selecting an EHR system that effectively supports your clinical, operational, and regulatory needs, Trillium is not in a position to recommend or endorse any specific vendors or products.*

*However, we encourage providers to consider EHR platforms that offer functionality across multiple care settings. Key features to consider may include:*

- 1. Support for residential and outpatient treatment workflows*
- 2. Integrated documentation tools tailored for behavioral health*
- 3. Interdisciplinary treatment planning and case management capabilities*
- 4. Interoperability with external providers and payer systems*
- 5. Compliance with HIPAA, 42 CFR Part 2, and other applicable privacy regulations*
- 6. Robust scheduling, billing, and reporting functionalities*
- 7. Customization options to meet program-specific needs*

*We recommend consulting independent resources such as KLAS Research, industry peer reviews, or qualified health IT consultants to support your evaluation process. These resources can provide comparative insights and assist in identifying solutions aligned with your organization's size, services, and strategic goals.*

### **11. What are your timely filing requirements for state funded services (# days to bill) - for behavioral health, periodic services?**

*Please refer to our Prompt Payment Tip Sheet via our Trillium Website the link is below:*

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<https://www.trilliumhealthresources.org/sites/default/files/docs/Provider-documents/Claims/Trillium-Prompt-Payment-Tip-Sheet.pdf>

### **12. If the Trillium Care Managers are able to get valid electronic signatures, why are they sending documents to the provider to have the QP get them signed by the guardian by using the Provider's DocuSign account?**

*There are times when a members or Guardians are unable to utilize the electronic signature platform that Trillium uses. In these situations, where the Care Manager is experiencing issues with connecting with the member or Guardian to obtain signatures, the Care Manager may outreach the Provider QP to request assistance in obtaining the signatures.*

### **13. How can I get a copy of the last survey results**

*Those results are listed on the form slide presentation.*

### **14. Related to ABA Services....what the pass-through period for authorizations is.**

*There is currently not a potential end date. ABA is a NPA service on the current benefit plan.*

### **15. Who should we contact to apply for CAHBA status**

*Critical Access Behavioral Health Agencies information is available on the NCDHHS website: <https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use-services/critical-access-behavioral-health-agencies>*

### **16. How long is the pass-through period for ABA auth's?**

*There is currently not a potential end date. ABA is a NPA service on the current benefit plan.*

## Questions & Answers

- 17. I missed the information about IDD passthrough - can you please clarify, or is there an announcement that went out you can point me to? I thought NPA for all services ended 2/28/25. Extended I believe to 3/31/25, but not past that, that I have heard. (?) I am asking specifically regarding Innovations waiver services. Thank you.**

The information can be located in Clinical Communication 75 on our website.

<https://www.trilliumhealthresources.org/sites/default/files/docs/Clinical-Communications-Bulletin/Clinical-Communication-Bulletin-075.pdf>

- 18. Is there a deadline for the care manager to provide agencies with required signed documents (ex: ISPs)?**

Care Managers should be sending approved ISPs within 5 days of the approval of the ISP. If providers are not receiving the approved ISP for Innovations Waiver they can outreach Becky Arnette -

[Becky.Arnette@trilliumnc.org](mailto:Becky.Arnette@trilliumnc.org). For 1951i they can outreach Katina Dial-Scott - [Katina.Scott@trilliumnc.org](mailto:Katina.Scott@trilliumnc.org).

- 19. Our problem continues to be obtaining authorization for 1915i services. What is happening with that?**

TCM would need to complete the 1915i assessment and submit it to Carelon for members they feel meet the 1915i criteria and then move forward with the other required documentation.

If providers have specific situations, you can submit your questions to [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) for a response.

- 20. Is the last provider survey on your website?**

The survey is not on the website; however, survey results have been shared in each Provider Forum which is available on our website under For Providers/Provider Information.