

## Questions & Answers

**1. Will other counties be added soon**

*There is currently no update for adding other counties to the Pilot at this time.*

**2. Can anyone provide a technical point of contact for the UniteUs platform**

*[taylor.miller@uniteus.com](mailto:taylor.miller@uniteus.com) is the POC for UniteUs.*

**3. Does the provider need to include the actual search information / confirmation in the personnel files for auditing purposes?**

*Answer: Trillium's monitoring team does not request the actual search/confirmation during the monitoring review, but it is a good practice to save this evidence in the event there are questions related to the authenticity of the diploma or degree.*

**4. Not all issues can be resolved through email. At what point are providers allowed to actually speak to a Trillium staff member? It is often frustrating to resolve a complex issue communicating only by email.**

*Answer: Provider Relations and Engagement staff primarily email providers to ensure all information is not lost in translation when discussing complex issues that may need to involve multiple departments. If a phone call is needed in your discussions with that team, feel free to ask to speak with your assigned coordinator via telephone however they may still follow up via email to recap issue in order to route it internally.*

**5. Are Level II Group Homes, Program Type exempt from needing a TAR with Trillium? I do know that some MCO's are not requiring TAR's for this level of care. State rule now.**

*[Trillium Medicaid Child BH Benefit Plan](#)*

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- 6. Are Innovations Waiver services still exempt from the need to complete a TAR?**

*Innovations Waiver services need a tar beginning July 1, 2025. See [Clinical Communication # 75](#)*

- 7. CM's are insisting there needs to be a separate code/hours for Innovations CLS EVV - differentiating from community and home CLS with EVV. There are not two codes or a reference to home and community both being T2013 TF. For EVV, it says Home only. It is impossible to pre plan that if they need to be separately authorized and scheduled (as the CM's are saying). No other plan has them separated within EVV. Please provide clarification. We keep sending them benefit plan and that is the response.**

*Benefit plan will include listing of all CLS codes for community or in the home. Plan should include what serviced member needs and should be updated accordingly.*

- 8. Does Trillium have a housing program for residents in a group home for adults w/MI who have goals of living own their own again?**

*Currently, the only housing program available through Trillium for residents in an adult care facility that desire independent living is the Transition to Community Living (TCL) program.*

- 9. Does Trillium have a member's list with their assigned care managers or assigned care manager agencies?**

*If you don't know you care manager you can complete PCP/ Provider Request for Care Manager Name or Assignment Referral form on our Trillium website For Provider-> Provider Documents and Forms-> Links and resources-> Trillium Health Resources-> PCP/Provider Request for Care manager*

- 10. Will Trillium be adding filters to search for claim status that allow for date ranges or service code?**

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*Adding additional search criteria for claims within Provider Direct has not been discussed as an enhancement. Thank you for this question as this may be something that can be assessed for future development*

### 11. Can you remind me of what the housing email for trillium is?

[HousingServices@TrilliumNC.org](mailto:HousingServices@TrilliumNC.org)

### 12. Are reps assigned to answer the entire Trillium catchment, or do they have assigned areas (counties)?

*All physical health providers are supported by Carolina Complete Health Network Provider Engagement. You can find our team here: <https://network.carolinacompletehealth.com/about-us/provider-engagement.html> or email the team at: [ProviderEngagement@cch-network.com](mailto:ProviderEngagement@cch-network.com)*

### 13. If it looked the same as described in 1915i benefit plan (CLS) - that will help on the Innovations CLS issue

*Answer: Benefit plan will include listing of all CLS codes for community or in the home. Plan should include what serviced member needs and should be updated accordingly.*

### 14. Does anyone have any information about the TULA device?

*The Trillium Ultimate Living Assistant (TULA) program offers personalized technology along with remote monitoring and support to promote independence, enhance safety, and improve health outcomes. TULA delivers personalized content, reminders, real-time alerts, and two-way communication between members and their care teams. Integrated motion sensors and FDA-approved health devices continuously provide real-time information, supporting both immediate safety needs and long-term care planning.*

*For more information visit <https://www.trilliumhealthresources.org/trillium-ultimate-living-assistant> or contact [TULA@TrilliumNC.org](mailto:TULA@TrilliumNC.org).*