



SPECIAL ANNOUNCEMENT

Peer Support Providers

Effective September 1, 2026, [NC Medicaid Clinical Coverage Policy No. 8G, Peer Support Services](#), requires the following:

- Peer Support Services (PSS) must be provided by a Peer Support Specialist certified by North Carolina's Certified Peer Support Specialist Program (NC CPSS Program).
- Certified Peer Support Specialists (CPSS) must maintain an active NC certification to provide services under this policy.
- Providers must maintain a roster of NC CPSS that includes the full name of the NC CPSS; date of hire; date of initial certification; date of recertification, when applicable; and date of separation, when applicable.
- Providers must ensure the NC CPSS roster is accessible and ready to share with DHHS or their contracted PHP or PIHP upon request.

What This Means for Providers

Trillium will monitor providers of Peer Support Services to confirm that their Peer Support Specialists are certified and that their NC CPSS roster is maintained with accurate, current staffing information.

Verification Resources

Trillium will verify certifications using the [NC CPSS Program verification tool](#).

Providers found out of compliance may be subject to sanctions and/or recoupment.

Next Steps

To begin the monitoring process, providers of Peer Support Services are asked to [complete this Smartsheet form by clicking on the link and submitting their NC CPSS roster](#).

The deadline to submit the form and spreadsheet is Friday November 6, 2026.

DO NOT respond to this email. Questions about new unified claims system? Please reach out to Network Services at NetworkServicesSupport@TrilliumNC.org, or the Provider Support Service Line at 1-855-250-1539.

