



URGENT

NOTIFICATION FOR PROVIDERS

IMPORTANT INFORMATION RELATED TO COVID-19

Telephonic - Telehealth Services

Trillium Health Resources and the other LME/MCOs are awaiting detailed communication and direction from the State on how network providers will deliver services telephonically. This includes how the codes will be added to eligible provider contracts. As soon as we have this information, we will send out a Network Communication Bulletin and post on our website.

In addition, the State is working with the Centers for Medicare and Medicaid Services (CMS) to determine what Waiver flexibilities can be accommodated due to COVID-19. We will share this information with providers with a Clinical Communication Bulletin and post on our website once confirmed.

TCLI Training Postpone

Due to the postponement of Trillium's TCLI Federal Review in light of the COVID-19 outbreak, we must also postpone the TCLI Federal Review Training (scheduled for March 18) to a later date. Once we have confirmation for the rescheduled date, we will send a new invitation to providers. Thank you!

The Department of Public Health and AHEC will have provider-facing calls every Friday. The Division of Health Benefits will have a provider-facing call every Thursday night at 5:30, but alternating every other week with CCNC & AHEC as the Thursday night call hosts.

Where You Can Learn More About the COVID-19

- Medicaid COVID-19 website: <https://medicaid.ncdhhs.gov/coronavirus> Medicaid
- Bulletins: <https://medicaid.ncdhhs.gov/providers/medicaid-bulletin> (search for "COVID" to retrieve all related bulletins)
- For understanding rates: <https://medicaid.ncdhhs.gov/providers/fee-schedules>
- State COVID-19 website: <https://www.ncdhhs.gov/>
- Division of Public health and AHEC Medical Update Calls:
 - Fridays 12:30-1:30 p.m.
 - <https://zoom.us/j/705979628>
 - Audio-only access: (646)558-8656, Webinar ID:705979628
- CNNC and AHEC partnering to create education for providers

