

URGENT

NOTIFICATION FOR PROVIDERS

RATE ENHANCEMENT ON SERVICES

Trillium is providing a 10-30% rate enhancement on services that may require providers to pay overtime for staff when other staff cannot work due to COVID-19, OR due to paying direct care staff a higher rate for hazard pay during this event. Specific services and funding sources impacted include:

State funds:

- Group Living Facility
- Based Crisis
- Supervised Living

Medicaid Funds:

- CLFS (all levels)
- Facility Based Crisis
- IAFT
- ICF
- Residential Level III/IV
- Residential Treatment Level II Single Family

Medicaid Innovations:

- Residential Supports
- Supported Living

Trillium is currently in the process of updating rates and codes (adding the appropriate modifier) in contracts for the above services, along with contract amendments. The rates may be used between the time period of March 23, 2020 to June 30, 2020 and may be extended or lifted early by Trillium if necessary. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates go to direct care staff. If the rates and contract amendments are not received by your agency in time to impact cash flow, you may consider billing the regular service and then replacing the claim once the code/rate are updated in your contract. Please note that it may take up to three weeks to load all applicable contracts.

We are continuing to work internally to address any concerns related to service delivery for our members, so please be patient as we work to address all populations.

If you have any questions regarding this communication, please email Amanda.Nelms@TrilliumNC.org. Please email only as we are experiencing higher than normal call volume at this time. Please do NOT email asking for your exact rates as all of those are being worked on at this time and so we cannot provide that answer right now.