



# URGENT

## NOTIFICATION FOR PROVIDERS

**REMINDER - Provider Q&A Sessions, Modifications to Behavioral Health and I/DD Clinical Coverage Policies, Resources for Resilience Training, & Joint NC DMHDDSAS and DHB Call for Providers**

### **Weekly Q&A Sessions**

**Tuesday, May 5, 2020**

Trillium Health Resources understands the amount of information our provider network has been receiving in the past few weeks has been massive. We would like to invite our providers to join us in a **new weekly Q&A session each Tuesday** to help directly answer some of your questions. Questions must be submitted to the following link in advance **by 5:00 p.m. on the previous Friday:**

[Submit questions here](#)

These weekly 30 minute sessions for targeted groups of providers will help answer questions related to the ongoing changes in services for our members.

The next session will be held on **Tuesday, May 5, 2020**. Each session will cover questions that were submitted in advance to the link above (next deadline is this Friday, May 1). Trillium is asking for questions in advance to ensure that we have the chance to prepare the most accurate answers for you.

Please see the NEW schedule below for these weekly calls. There will be one WebEx invite and phone number to access for each day; any providers who serve multiple populations will be able to stay on the line for the entire session if they choose to do so.

***\*Please note new start time of 10 a.m. and combination of provider types for each call!***

10 a.m. - 11 a.m. Crisis Providers, Adult and Child MH/SUD Providers  
11 a.m. - 12 p.m. Adult/Child IDD, TBI and Residential Providers

You can participate by registering on the link below. We will send out reminders for these sessions each week.

[Register here](#)

Trillium is working to develop ways to communicate with providers that will be meaningful. If you have suggestions about how we can better communicate with you at this time, please email them to

[Khristine.Brewington@TrilliumNC.org](mailto:Khristine.Brewington@TrilliumNC.org). We know that communication is important but can also be overwhelming. Please let us know if there is a way we can do it better.

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## Modifications to Behavioral Health and I/DD Clinical Coverage Policies

In NCB #79, we shared about some modifications to the clinical coverage policies for Behavioral Health and I/DD.

[Please view the full document with all modifications here.](#)

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## Resources for Resilience

NC DHHS is offering free registration for Resources in Resilience, to be held on May 4 (with "Listening Circles" to follow on May 11). This online course will provide a one-hour orientation to the Reconnect for Resilience™ model introduces community members to the practical tools to help people stay resilient in the face of stress or adversity. In this presentation, they will share about what happens to our brains and bodies when we are stressed. Participants are also given an owner's manual to their threat and safety management system and learn tools to stay healthy and connected to others during times of stress. Please [visit here \(registration\) for more information](#) and [view this link for more details on the Listening Circles](#).

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## Joint NC DMHDDSAS and DHB (NC Medicaid) COVID-19 Update for NC Providers

Thursday, April 30, 2020

3:00 p.m.

### Participant Log-In Information

Please register for the next COVID-19 Provider Call on April 30:

<https://attendee.gotowebinar.com/register/5077946425347326221>  
[\[attendee.gotowebinar.com\]](https://attendee.gotowebinar.com)

After registering, you will receive a confirmation email containing information about joining the webinar.

### Closed Captioning Services

At the start time of the event, please login to your event by clicking on the link below:

<https://www.captionedtext.com/client/event.aspx?EventID=4438651&CustomerID=324>



At the start time of the event, please login to your event by clicking on the link below:

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