



URGENT

NOTIFICATION FOR PROVIDERS

My Learning Campus Launch

DHB Updates on COVID-19

My Learning Campus Launch

On schedule for June 1

Trillium Health Resources continuously works on improvements to the infrastructure and customer service we are able to offer to our network of providers. The public behavioral health and I/DD system is successful, because of the dedicated providers working in our communities. We want your partnership with Trillium to be just as successful. These past few weeks in particular have been especially demanding, and we hope we have helped some of these new procedures and flexibilities to be implemented for you as smoothly as possible.

Trillium staff have been working on an enhanced training site for providers:

Provider.MyLearningCampus.org. The new site is expected to launch on June 1. Provider staff with existing accounts in the current Provider Learning Portal will have access to the new site through their username (usually your email address), but will need to update passwords upon launch (a temporary new password will be provided at that time).

The new Provider.MyLearningCampus.org site will be linked from our website. All of the same features our providers are familiar with will be found on the new site: required online trainings, new trainings developed as needed, and registration for in person trainings. However, by migrating our online training site to an in-house system managed by Trillium, we will be able to have a faster turnaround time for developing content and trainings of value for our providers.

The current learning portal will be taken down on May 26 and will no longer be accessible. The new site, Provider.MyLearningCampus.org, will be available starting Monday, June 1.

We will send a few reminders in advance along with an email communication upon the successful migration and launch of the new site. The email will contain a short tip sheet with instructions on logging on to the site, the new layout, and more. At that time, all providers should remove any bookmarks they may have saved on their browser for the old learning portal.

Please note: Trillium has also launched a similar site that is targeted to our members. This site is simply called MyLearningCampus.org (no “Provider” at the start of the URL). The member-focused page is linked from the Trillium home page. The page for providers will be linked from the For Providers section of the website.

DHB Updates on COVID-19

Below we have linked to a summary of information that NC Medicaid has released since the start of the emergency declaration. You can also read individual releases as they are distributed to providers and other stakeholders by visiting the [NC Medicaid website's Medicaid Bulletin page](#) and select “COVID-19” from the drop-down list of categories. You can also visit the [NC Medicaid COVID-19 Guidance and Resources](#) page for more beneficiary and provider information, including federal requests and approvals.

The information is comprehensive as of Wednesday, May 13 and includes special bulletins, letters, fliers, videos, reference tables, billing codes, and more related to the following:

- **Federal Plan and Waiver Flexibilities Requests and Approvals; State Legislation**
- **Beneficiary Support**
- **Provider Support – Business Operations**
- **Provider Support – Delivering Services**
- **Provider Support – Delivering Services through Telehealth and Virtual Patient Communication**

[Click here to view COVID-19 Updates from DHB](#)

