

**To:** All Trillium Providers  
**From:** Cindy Ehlers, Chief Operations Officer  
**Date:** **May 30, 2024**  
**Subject:** Frequently asked questions for 1915i

## FREQUENTLY ASKED QUESTIONS FOR 1915I

This Clinical Communication is to share frequently asked questions and answers around 1915i.

### PLAN RESOURCES

**1. Where can 1915(i) service providers and care managers find resources related to 1915(i) processes for your plan?**

- 🌱 TCM Providers are educated monthly about our process and the steps needed to transition members from B3 to 1915i.
- 🌱 Trillium provides this information at our TCM Provider Forums and at our 1:1 meeting with TCM Consultant.
- 🌱 Trillium publishes [Network and Clinical Communication Bulletins](#) (NCB and CCB) with updated information around 1915i. See [NCB #235](#), [NCB #332](#), [NCB #333](#), and [CCB #16](#), [CCB #32](#), [CCB 40](#), [CCB #42](#), [CCB #49](#).
- 🌱 Trillium has posted the NCMT FACT sheet in [CCB #42](#) and [CCB #43](#) with all the resources. NCMT 1915i FACT SHEET is source of truth for trainings, codes, and processes.
- 🌱 Trillium has provided a TCM guide.

**2. Where can 1915(i) service providers and care managers go if they need training on your plan's 1915(i) processes?**

- 🌱 TCM Providers are educated monthly about our process and the steps needed to transition members from B3 to 1915i.

- 🌱 Trillium provides this information at our TCM Provider Forums and at our 1:1 meeting with TCM Consultant.
- 🌱 Trillium publishes [Network and Clinical Communication Bulletins](#) (NCB and CCB) with updated information around 1915i. See [NCB #235](#), [NCB #332](#), [NCB #333](#), and [CCB #16](#), [CCB #32](#), [CCB 40](#), [CCB #42](#), [CCB #49](#).
- 🌱 Trillium has posted the NCMT FACT sheet in [CCB #42](#) and [CCB #43](#) with all the resources. NCMT 1915i FACT SHEET is source of truth for trainings, codes, and processes.
- 🌱 Trillium has provided a TCM guide.

### **3. What meetings/office hours are available for 1915(i) service providers who have questions or feedback related to 1915(i) services?**

- 🌱 Trillium has monthly TCM provider forums and 1:1 meeting with consultants.
- 🌱 Providers can contact the PSSL at (855) 250-1539 or via email at [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) with any questions. The PSSL is open Monday through Saturdays from 7am-6pm.

### **4. What meetings/office hours are available for care managers who have questions or feedback related to 1915(i) services?**

- 🌱 Trillium has monthly TCM provider forums and 1:1 meeting with consultants.
- 🌱 Providers can contact the PSSL at (855) 250-1539 or via email at [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) with any questions. The PSSL is open Monday through Saturdays from 7am-6pm.

### **5. What point of contact, at your plan, can providers reach out to for questions on 1915(i)?**

- 🌱 Providers should email [UM@TrilliumNC.org](mailto:UM@TrilliumNC.org) for questions related to 1915(i) services.
- 🌱 For questions related to contracting, providers should email [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org).
- 🌱 Providers can contact the PSSL at (855) 250-1539 or via email at [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) with any questions. The PSSL is open Monday through Saturdays from 7am-6pm.

## ASSESSMENT QUESTIONS

### 6. What steps should care managers take to submit the 1915(i) assessment?

- 🌱 [CCB #42](#) and [CCB #43](#) – NCMT FACT sheet includes information on where to submit the 1915i assessments.
- 🌱 The Tailored care manager or care coordinator submits 1915(i) assessments directly to Carelon at [NCMedicaid1915irequests@carelon.com](mailto:NCMedicaid1915irequests@carelon.com)
- 🌱 Please include the below information in email:
- 🌱 Provider or MCO contact's first and last name,
- 🌱 Contact's direct email address and phone number, and
- 🌱 Beneficiary's name and MID (as listed on the assessment)

### 7. Where can care managers obtain updates on members' 1915(i) assessment status and eligibility approval?

- 🌱 TCM will receive feedback directly from Carelon after submitting the completed assessment directly to Carelon.

### 8. What steps should care managers take if they are unable to obtain member contact information (phone number/address) from 1915(i) or 1915(b) (3) service providers?

- 🌱 Providers can reach out to their TCM Consultant by phone or email if they have difficulty finding contact information for members so their TCM Consultant can look in our records and NCTracks to see if there is additional contact information.
- 🌱 We have also informed our TCM Providers that if they have difficulty engaging with any B3 service providers, they should let their TCM Consultant know so we can intervene if necessary.

### 9. Who is the point of contact at the plan where care managers can reach out if they are having issues reaching members?

- 🌱 TCM Providers may reach out to their TCM Consultant by phone or email if they have difficulty finding contact information for members so their TCM Consultant can look in our records and NCTracks to see if there is additional contact information.
- 🌱 We have also informed our TCM Providers that if they have difficulty engaging with any B3 service providers, they should let their TCM Consultant know so we can intervene if necessary.

## SERVICE AND CARE PLANNING QUESTIONS

### 10. Where can care managers find a list of contracted 1915(i) providers, the services they provide and the populations they serve?

- 🌱 Trillium Plan Based Care Managers can search Trillium's provider data management system to view contract level data for each provider as well as view the Provider Directory.
- 🌱 Trillium Network Staff send out a list of all contracted providers to our TCM Providers, which can be sorted by service code and county. TCM Provider Based Care Managers can also reference our [Provider Directory](#) as well.

### 11. Where can care managers find information on how to complete the care plan/ISP for someone in need of 1915(i) services?

- 🌱 CMAs can request support from their AHEC Coach.
- 🌱 NCMT FACT sheet includes information about how to complete care plan. ([CCB #42](#) and [CCB #43](#).)

## SERVICE/TREATMENT AUTHORIZATION REQUEST (SAR/TAR) QUESTIONS

### 12. Where can care managers go to review or request to receive training on submitting 1915(i) SARs/TARs?

- 🌱 Trillium's learning portal has trainings on Tars submission for all services

### 13. Where can care managers go when they have questions on which codes should be included in the 1915(i) service authorization?

- 🌱 [Clinical Communications Bulletins](#) (CCB) include information about clinical and coding updates. For 1915i see [CCB #42](#) and [CCB #43](#).
- 🌱 Also see [Benefit plan](#) for all codes.

### 14. Where can care managers go when they want an update on a submitted 1915(i) service authorization?

- 🌱 [Provider Direct](#) include information on what services a member has authorized.

## SERVICE PROVIDER QUESTIONS

### **15. How can 1915(i) service providers look-up the member's care managers to support engaging in the 1915(i) assessment and service planning process?**

- ♻️ Refer to the NCTRACKS information or the Provider Webpage for the TCM Provider Query & Referral link. **Link will be provided prior to 7/1/2024**

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Thank you for your attention to this communication. All questions related to this Clinical Communication Bulletin can be sent to [UM@TrilliumNC.org](mailto:UM@TrilliumNC.org). Questions will be responded to as quickly as possible.