



Transforming Lives. Building Community Well-Being.

## Network Communication Bulletin #171

**To:** All Providers

**From:** Khristine Brewington, MS, LCMHC, LCAS, CCS, CCJP  
VP of Network Management

**Date:** June 16, 2021

**Subject:** Electronic Visit Verification (EVV) Training Webinars, Spending Plan for the Implementation of NC Medicaid's Home & Community Based Services Improvements in Response to COVID-19, Current Request for Information Opportunity, Parent Leadership Training, Free Booth Sign Ups for Trillium OneCommunity Park It Events, NC Innovations Clinical Coverage Policy 8P Public comment Period, Extending Provider Medicaid Rates beyond June 30, 2021, Disaster Response Unit Updates, Victory Junction Family Retreat Weekends, Valued Providers SEAL Program, June 2021 Community Mental Health First Aid (MHFA) Trainings for NC Residents

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### **ELECTRONIC VISIT VERIFICATION (EVV) TRAINING WEBINARS**

#### **EVV IMPLEMENTATION FOR INNOVATIONS AND TBI WAIVERS ADMINISTERED BY LME-MCOs**

NC Medicaid implementation of Electronic Visit Verification (EVV) for the Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs has been moved to June 30, 2021. This new date is to allow for additional testing and provider training.

Providers should continue to work with the applicable LME-MCOs to prepare for the June 30, 2021, EVV implementation date for Innovations Waiver, TBI Waiver and (b)(3) services administered by the LME-MCOs.

Please submit questions to: [Medicaid.EVV@dhhs.nc.gov](mailto:Medicaid.EVV@dhhs.nc.gov)

#### **BILLING DX CODES FOR NC-LME PROVIDER AGENCIES**

**Thursday, June 17 @ 10am EST**

 [Register for the webinar](#)

**Audience:** NC-LME Provider Agencies

**Description:** Billing Diagnosis Codes are determined by the Payer and sent in the Authorization at the time of their placement in HHAExchange. This webinar will provide training on a recent product release that will now allow Providers servicing Linked Contracts in HHAExchange to edit the Billing Diagnosis Codes.



24-Hour Access to Care Line - 877.685.2415  
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



We will cover how to update the Billing DX Code on the:

- 🌱 Contract/Patient Contract level
- 🌱 Authorization
- 🌱 Invoice Details

## **ADDING A NEW PATIENT & TEMP AUTH**

**Thursday, June 17 @ noon EST:**

- 🌱 [Register for the webinar](#)

**Audience:** ALL Provider Portal Agencies linked to Payer Contracts

**Description:** This webinar will provide agencies with the 3-step process to follow when a linked payer does not send a patient placement or an authorization before you need to schedule and provide services to a patient. The 3-step process includes:

- 🌱 Adding a New Patient
- 🌱 Assigning a Contract to a Patient
- 🌱 Adding a *TEMP* Authorization

See [Additional Training Webinars](#).

## **SPENDING PLAN FOR THE IMPLEMENTATION OF NC MEDICAID'S HOME & COMMUNITY BASED SERVICES IMPROVEMENTS IN RESPONSE TO COVID-19**

### **ENHANCING OR IMPROVING HOME AND COMMUNITY-BASED SERVICES THROUGH THE AMERICAN RESCUE PLAN ACT**

The American Rescue Plan Act (ARPA), signed by President Biden on March 11, 2021, provides increased funding for Medicaid Home and Community-Based Services (HCBS) to enhance, expand, or strengthen these services.

In the face of heightened challenges due to the COVID-19 pandemic, the goal of financial incentives to support HCBS is to promote community living, improve quality of life, and enhance access to services that enable independence for older adults and individuals with disabilities. Section 9817 of ARPA temporarily increases the Federal Medical Assistance Percentage (FMAP) for HCBS by 10 percentage points.

The increased FMAP will be in place from April 1, 2021 to March 31, 2022. The Centers for Medicare and Medicaid Services (CMS) released guidance on the FMAP increase for HCBS on May 13, 2021, and requested states submit their plans and funding estimates within 30 days of the release and revised

quarterly plans through 2024. CMS has since allowed states to extend the deadline by additional 30 days, if needed.

More details on this funding from CMS can be found [here](#). Specifically, CMS outlines potential strategies states can adopt in Appendix C and D of the letter.

### **HOW CAN STAKEHOLDERS IMPACT HOW HCBS IS IMPROVED BY THIS FUNDING?**

Feedback from stakeholders is essential to the implementation of HCBS that positively impact the health of NC Medicaid's beneficiaries. NC Medicaid is seeking input from people who work in HCBS, people who receive HCBS care and the public on how North Carolina can most effectively allocate the funds. Please provide feedback on what the priorities should be for NC Medicaid's HCBS spending plan. Feedback can be shared by:

- 🌱 Emailing [Mediciad.NCEngagement@dhhs.nc.gov](mailto:Mediciad.NCEngagement@dhhs.nc.gov)
- 🌱 Attending a webinar on Tuesday, June 22, 2021, from 1:00 to 2:30 p.m. [Register here](#) to attend.

### **Contact**

NC Medicaid Contact Center 888-245-0179

## **ATTENTION CURRENT REQUEST FOR INFORMATION OPPORTUNITY**

Trillium Health Resources (Trillium) is in the process of identifying mission-driven companies that are interested in the development of **High Fidelity Wrap-Around (HFW) Services** within Trillium's 26-county catchment area.

Trillium is interested in providers that demonstrate the capability and capacity to provide the service in a way that can achieve the desired outcomes including increased family assets and functioning and reduced out of home residential treatment and inpatient hospitalizations.

Written letters of interest will be received until end of business July 31, 2021.

To submit your letter of interest please click the link [Provider Recruitment Opportunities](#); which can also be found on the Trillium website.

## **PARENT LEADERSHIP TRAINING**

Trillium and the Division of Public Health, children and youth branch will be providing "Parent Leadership Training" which includes selectable modules to match the leadership interests and needs of your families of children with special needs groups. The modules are taught in 1.5 hour modules by trained, peer parents in small group formats.

- 🌱 See [flyer for more information](#).

## **FREE BOOTH SIGN UPS FOR TRILLIUM ONECOMMUNITY PARK IT!**

Trillium invites our provider and community resource network to participate in our OneCommunity Park It! Inclusive Community events. These events are designed to share information and resources in our communities about services and supports during this one of a kind community fun event that promotes inclusion for everyone. You will be responsible for your own set up including table, chairs and tent for the event. Please go to the links below to sign up! We look forward to seeing everyone there!!



### **[Click here to Sign up for Free Booth Trillium OneCommunity Park It Hampstead!](#)**

June 19, 2021 from 11:00 a.m.-4:00p.m.

The Kiwanis Park in Hampstead located at 586 Sloop Point Rd.

### **[Click here to Sign Up for Free Booth for Trillium OneCommunity- Park It Elizabeth City!](#)**

June 26, 2021 from 11:00a.m.-4:00p.m.

Funjunktion, 983 Simpson Ditch Road, Elizabeth City.

## **NC INNOVATIONS CLINICAL COVERAGE POLICY 8P PUBLIC COMMENT PERIOD**

[NC Innovations Clinical Coverage 8P](#) is currently posted for public comment through July 2.

## **EXTENDING PROVIDER MEDICAID RATES BEYOND JUNE 30, 2021**

Trillium is working with the North Carolina Department of Health and Human Services (NC DHHS) on service specific guidance in response to the COVID-19 pandemic. The North Carolina Division of Health Benefits (DHB) coordinated with the Center for Medicare and Medicaid Services (CMS) and requested waivers that support flexibility in service delivery that both protects the public and ensures our most vulnerable citizens.

Effective July 1, 2021, Trillium will be extending some of the rate increases that were implemented during the COVID-19 pandemic, and reducing others as long as the public health emergency (PHE) is in place for state fiscal year 2021-2022. Trillium reserves the right to adjust the rates upward or downward based on factors related to the PHE. These increases are to be used for services that may require providers to pay overtime for staff when other staff cannot work due to COVID-19 or due to paying care staff a higher rate for hazard pay during the PHE.

The rates will be extended within all applicable contracts prior to July 1, 2021. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates do go to direct care staff.

This bulletin impacts many services and rates, therefore in order to view the specific rates please go to:

 [Trillium COVID-19 Rate Codes Table FY-19-21](#)

If you have any questions regarding this communication, please email: [RatesFinance@TrilliumNC.org](mailto:RatesFinance@TrilliumNC.org)

## DISASTER RESPONSE UNIT UPDATES

### HURRICANE PREPAREDNESS TIP #2

North Carolina Know Your Zone is a tiered evacuation system that highlights areas most vulnerable to impacts from hurricanes, tropical storms, and other hazards. Visit the [Know Your Zone website](#) to find out your evacuation zone.

The goal of Know Your Zone is to educate coastal residents about the new evacuation zones so that all residents know what zone they live in and know to look/listen for that zone when a storm comes and evacuations are ordered.



 [Hurricane Season Readiness Member toolkits](#)  [Hurricane Season Readiness Provider toolkits](#)

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season during the COVID-19 pandemic. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our webpage [Community Crisis and Disaster Response](#). Our **Roadmap2Ready** campaign was developed by our Community Crisis and Disaster Response team with the intention of connecting members and providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 26 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the "Provider" tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

## TRILLIUM SUMMER FAMILY RETREATS AT VICTORY JUNCTION

Trillium is excited to announce that we are extending the deadlines for Trillium Family Retreats at Victory Junction this summer! Any members and their families and natural supports who are interested in attending a session this summer *should* [click here for the Interest Form](#) to receive an application link from Victory Junction Camper Admissions!



Due to the multi-step application process and the limited number of spots available, applicants are encouraged to complete the online application using the link from Victory Junction Camper Admissions as soon as possible! After submitting the online application, applications are reviewed by Victory Junction's Medical Team and decision letters will be sent out 30 days prior to the date of the session.

If you are interested in attending a Summer Session click the links below:

 [Victory Junction Flyer](#)

### Session Dates and Application Deadlines:

 June 18 - 20 - deadline June 4

 July 12 - 14 - deadline June 28

 July 2 - 4 - deadline June 18

 July 19 - 21 - deadline July 5

Be on the lookout for future Family Retreat Dates and announcements for Fall 2021 on the Trillium Health Resources and Trillium Direct Connect Facebook pages, and also at the [Trillium Victory Junction](#) webpage.

Please share with any members and families who would enjoy this unique experience!

Please contact [Sarah.Beaver@TrilliumNC.org](mailto:Sarah.Beaver@TrilliumNC.org) with any questions about the process.

## VALUED PROVIDERS SEAL PROGRAM



[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

**Apply today to receive your seal in Trillium's Valued Providers Program**

Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

After receiving this recognition, sharing such dedication and innovative care should be as easy as possible. The [Valued Providers Seal Program Tool Kit](#) is designed for just that. This resource provides tips for sharing news of provider seals on websites, social media, newsletters, and emails, along with pre-written posts and messages. Trillium can see the impact providers make on our members and communities. We hope the tool kit serves to ensure those members and communities can see it as well.

Contact us at [SealProgram@TrilliumNC.org](mailto:SealProgram@TrilliumNC.org) for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

## **JUNE 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS**

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

**Adult MHFA June 23, 2021**  
(8:30am-2:30pm)

**Adult MHFA June 28, 2021**  
(8:30am-2:30pm)

**Youth MHFA June 30, 2021**  
(8:30am-2:30pm)

**\*Registration Deadline was May 15, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at [Wylanda.Jones@TrilliumNC.org](mailto:Wylanda.Jones@TrilliumNC.org) or Carlos Mirodipini at [Carlos.Mirodipini@TrilliumNC.org](mailto:Carlos.Mirodipini@TrilliumNC.org). You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

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Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: [NetworkManagement@TrilliumNC.org](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.