



Transforming Lives. Building Community Well-Being.

## Network Communication Bulletin #214

**To:** All Providers

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

**Date:** April 14, 2022

**Subject:** NAMI NC Would Like to Receive Input on a New Program for Professionals and Licensed Staff. NCDHHS I/DD Competitive Integrated Employment , UPDATE on HEALTHCONNEX (NCHIEA), NC TOPPS Training Now on the Learning Campus!, What Provider Need to Know Before the Tailored Plan Launch, Open for Public Comment- Clinical Coverage Policy 8B- Inpatient Behavioral Health Services, CCP 8D-5 Clinically Managed Residential Services- Medium Intensity, Additional Proposed Clinical Coverage Policies with Open Comment Periods, Adolescent Stakeholder Engagement, NC TRACKS Training for Providers, State-Funded TBI Long Term Residential Rehabilitation Definition Update For Providers, Recipients And Their Families- Webinars, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Current Recruitment Opportunity to Provide Forensic Evaluations, Incident Reporting Reminders, Disaster Planning, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

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### **NAMI NC WOULD LIKE TO RECEIVE INPUT ON A NEW PROGRAM FOR PROFESSIONALS AND LICENSED STAFF.**

[NAMI Provider](#) introduces mental health and other professionals to the "lived experience" perspective of people with mental health conditions and their loved ones. Although peers/families are essential to the recovery process, their needs and views can be hard to discern. The course is taught by a panel of three: a mental health professional, a person with lived experience of a mental illness, and a family member. NAMI Provider can be offered as a 15-hour class or 4-hour seminar.

You may know that NAMI stands for the National Alliance on Mental Illness, and we are the nation's largest grassroots mental health organization. NAMI is the "street smarts" of mental health, a natural counterpart to a professional person's years of training and education. Here in North Carolina, we bring free classes, support groups, and presentations to thousands of peers and their loved ones each year.

We would love to bring this valuable training to employees of all providers and LME-MCOs. Please [click here](#) and complete a brief survey to help us determine the best way forward.

## NCDHHS I/DD COMPETITIVE INTEGRATED EMPLOYMENT

WEDNESDAY, APRIL 20, 2022, 12:00 – 1:00 PM

🌱 [Join through this Link](#)

**Note: The dates for this series have changed.**



NC DEPARTMENT OF  
HEALTH AND  
HUMAN SERVICES

# Competitive Integrated Employment

## *Lunch and Learn Series*

Join us to learn about best practices to support individuals with intellectual and developmental disabilities (I/DD) and Traumatic Brain Injury (TBI) on their path to achieving Competitive Integrated Employment (CIE). The purpose of the series topics are to highlight actions for CIE preparation. The identified topics include, but are not limited to the following:

- What is Competitive Integrated Employment?
- Informed Choice
- **How to Access Employment Services**
- Benefits Counseling Overview
- NC ABLE Overview
- Guardianship and Alternatives
- Overview of NCDHHS Guide to CIE
- Employment Models and Discovery
- Career Planning and Development
- Workplace Accommodations
- Post-Secondary Education and Employment
- Assistive Technology and Employment

*MARK YOUR CALENDARS*

The DHHS Competitive Integrated Employment Lunch and Learn Series takes place on the second Wednesday of each month. Mark your calendar to join us on the following dates:

May 18, 2022, June 15, 2022  
July 20, 2022, Aug. 17, 2022  
Sept. 21, 2022, Oct. 19, 2022  
Nov. 16, 2022, Dec. 21, 2022

Wednesday, April 20, 2022, from 12 -1 p.m.

## *How to Access Employment Services*

**Presented By:**

- Anita McMahan, Program Specialist for Community Rehabilitation Programs, Division of Vocational Rehabilitation Services
- LaCosta Parker, I/DD Clinical Consultant, NC Medicaid
- Angelia Lightfoot, I/DD Consultant, MH/DD/SUS

Click here to join: <https://attendee.gotowebinar.com/register/2047148136113162764>

For more information visit: [www.ncdhhs.gov](http://www.ncdhhs.gov) | NCDHHS is an equal opportunity employer and provider. · 3/2022

## UPDATE ON HEALTHCONNEX (NCHIEA)

On March 30, NC HealthConnex, the State's Health Information Exchange (HIE), released an important update and reminder on the current status of the NC HealthConnex program. Providers are expected to be connected to the platform no later than January 1, 2023, unless they are included in the exceptions list. It is expected that there will be no more extensions granted. It is also important to remember that this is a legislative requirement. Additional information may be found on our Trillium website for providers as well as the HealthConnex website (<https://hiea.nc.gov/>).

An excerpt from the March newsletter is included here. Please pay special attention to the monthly call regarding how to connect.




## **NC HIEA REACHES OUT TO PROVIDERS, OFFERS LEGISLATIVE RECOMMENDATIONS BEFORE EXTENDED CONNECTION DEADLINE**

The NC HIEA is reaching out to providers about the legislative requirement to connect to NC HealthConnex, the state-designated health information exchange (HIE), before Jan. 1, 2023; its Advisory Board has offered recommendations to the state legislature on how to facilitate these connections.

Last summer, as the COVID-19 pandemic created enormous challenges for health care, the NC HEIA worked with the N.C. General Assembly to amend the Statewide HIE Act (see [NCSL 2021-26](#)).

In addition to extending the connection deadline, the legislation required the NC HIEA and its Advisory Board to undertake a large-scale effort to determine the status of statewide connectivity among providers, develop recommendations to support enforcement of the HIE Act, and report on these initiatives to the state legislature. In February and March 2022, the NC HIEA contacted unconnected providers by mail and email informing them about the Jan. 1, 2023, deadline and how to connect to NC HealthConnex.

The NC HIEA's Advisory Board also submitted a [legislative report](#) with three overarching recommendations for consideration of legislative action by the Joint Legislative Oversight Committee of Health and Human Services for the Short Session, which will convene in mid-April. These are:

-  Establish clear enforcement articles of the HIE Act
-  Change voluntary designations for certain providers
-  Add two seats to the Advisory Board to represent provider-accountable care and state-funded payer partners

Providers and organizations are encouraged to take immediate action to understand the requirements of the HIE Act and begin the connection process before the deadline.

Monthly, How to connect calls are held the last Monday of the month at noon.

-  [Register here for the next call](#)

## **NC TOPPS TRAINING NOW ON THE LEARNING CAMPUS!**

Trillium provided a training/information session on NC TOPPS for provider agency NC TOPPS users on April 5, 2022. The training/information session included information on registering for an NC TOPPS account, QP and Data Entry user access and capabilities, Agency/Site Superuser requirements, access, and capabilities, and LME/MCO Superuser capabilities.

The training/information session also included information on Trillium's updated monitoring procedures for NC TOPPS and NC TOPPS compliance expectations. It is strongly recommended that all agency site Superusers that were not able to attend access the recording on Trillium's Provider Learning Campus. In order to access the training/information session a user must have a Provider My Learning Campus account.

If you do not have a Provider My Learning Campus account, please click on the link to submit your Provider Learning Campus Agreement Form: [Provider Learning Campus Agreement Form Request](#).

## **WHAT PROVIDERS NEED TO KNOW BEFORE TAILORED PLAN LAUNCH**

The statewide launch of the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plan (Tailored Plan) will be Dec. 1, 2022. Approximately 175,000 beneficiaries will enroll into Tailored Plans. This fact sheet offers information providers need to know before Tailored Plan launch.

 [Fact Sheet - What Providers Need to Know: Part 3 – Before Tailored Plan Launch](#)

## **OPEN FOR PUBLIC COMMENT- CLINICAL COVERAGE POLICY 8B- INPATIENT BEHAVIORAL HEALTH SERVICES**

NC DHHS is offering an opportunity to provide comments on the revised Clinical Coverage Policy 8B- Inpatient Behavioral Health Services.

Please send your comments to: [medicaid.public.comment@dhhs.nc.gov](mailto:medicaid.public.comment@dhhs.nc.gov).

 [NC-Medicaid Behavioral Health Stakeholder Engagement](#)

## **CCP 8D-5 CLINICALLY MANAGED RESIDENTIAL SERVICES- MEDIUM INTENSITY, ADOLESCENT STAKEHOLDER ENGAGEMENT**

NC DHHS invites you to join the upcoming stakeholder engagement webinar to learn about the draft clinical coverage policy for ASAM level 3.5 Clinically Managed Moderate Intensity Residential Treatment- Adolescents This webinar is open to all stakeholders.

The meeting will be held on Microsoft Teams, and there is a call in option. Please see the link below for the Microsoft Teams invite information, as well as the draft clinical coverage policy.

If you have any questions, contact Stacy Smith at [stacy.smith@dhhs.nc.gov](mailto:stacy.smith@dhhs.nc.gov)

 [Public Comment 8B Inpatient Behavioral Health Services](#)

## ADDITIONAL PROPOSED CLINICAL COVERAGE POLICIES WITH OPEN COMMENT PERIODS

Submit comments for policies listed below open for public comment by emailing: [medicaid.public.comment@dhhs.nc.gov](mailto:medicaid.public.comment@dhhs.nc.gov).

| PROPOSED POLICY  | DATE POSTED | COMMENT PERIOD ENDS |
|--|-------------|---------------------|
| <a href="#">8B, Inpatient Behavioral Health Services</a> | 03/28/2022  | 05/12/2022          |
| <a href="#">1E-7, Family Planning</a>                    | 04/01/2020  | 05/16/2022          |

## NC TRACKS TRAINING FOR PROVIDERS

NCTracks Provider Training includes Computer Based Training courses (CBTs, which can be taken at any time and provide important information about how to use the NCTracks system), recorded webinars, participant guides, and job aids (that can be downloaded for future reference). These can be accessed using SkillPort, the Learning Management System for NCTracks.

To access the training please go to: [NC TRACKS Training for Providers](#)

## STATE-FUNDED TBI LONG TERM RESIDENTIAL REHABILITATION DEFINITION UPDATE FOR PROVIDERS, RECIPIENTS AND THEIR FAMILIES- WEBINARS (4/25 AND 4/28)

Two upcoming webinars related to the State Funded TBI Long Term Residential Rehab Definition:

### **TBI LONG TERM RESIDENTIAL REHABILITATION DEFINITION (TBI) STATE-FUNDED SERVICE UPDATE WEBINAR & Q/A**

**Wednesday, April 25, 2022**

1:00 P.M. - 2:00 P.M.

The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services is hosting an informational session for LME-MCOs. To bring members the most up-to-date information, the IDD & TBI Team at DMHDDSAS will be hosting an informational webinar to review the updated definition, TBI Long Term Residential Rehabilitation service. Participants will receive an overview of the finalized definition for individuals with Traumatic Brain Injury. The overview will include revisions made to the service definition based on stakeholder feedback, specific criteria, and highlights of the service.

**Please see log-in information below:**

 [Event address for attendees](#)

**Event number (access code):** 2427 457 0420

**Event Password:** DMH123

## TBI LONG TERM RESIDENTIAL REHABILITATION DEFINITION (TBI) STATE-FUNDED SERVICE UPDATE WEBINAR & Q/A

**Thursday, April 28, 2022**

3:30 P.M. - 4:30 P.M.

The Division of Mental Health, Developmental Disabilities, and Substance Abuse Services is hosting an informational session for stakeholders. To bring members the most up-to-date information, the IDD & TBI Team at DMHDDSAS will be hosting an informational webinar to review the updated definition, TBI Long Term Residential Rehabilitation service.

Participants will receive an overview of the finalized definition for individuals with Traumatic Brain Injury. The overview will include revisions made to the service definition based on stakeholder feedback, specific criteria, and highlights of the service. Please see log-in information below:

 [Event address for attendees](#)

**Event number (access code): 2439 257 0919 Event Password: DMH123**

## 2022 NC SNAP EXAMINER'S CERTIFICATION SCHEDULE VIRTUAL TRAINING

NC-SNAP certification is available to professional ID/DD staff that is responsible for completing or reviewing NC-SNAP assessments as part of their job responsibilities. The schedule below reflects all scheduled virtual training dates for 2022. To facilitate the registration process, staff responsible for completing the NC-SNAP should contact their LME/MCO and speak to the training coordinator for assistance completing registration. The LME/MCO training coordinator will ensure that all persons requesting NC-SNAP certification have the proper credentials and are in a position that requires them to complete or review NC-SNAP assessments prior to forwarding the registration request for training. The QP is not registered for a scheduled training until he or she has received a confirmation email and Microsoft Teams invite.

Please note that typically there is a high demand for NC-SNAP certification training. All staff registered are asked to notify the training site in advance, at least 72 business hours ahead of the scheduled training, if unable to attend the scheduled training. Registered staff that do not cancel in advance and/or do not login for a scheduled training session may be prohibited from re-registering for at least sixty days. On training day participants are asked to sign into Microsoft Teams ten (10) minutes before training is to begin, training will start promptly at 1pm. NC-SNAP examiner certification require all the allotted time; In turn, **staff signing in more than five (5) minutes late will not be admitted and required to re-register for an alternative training.**

 [2022 NC SNA2022 NC SNAP Examiner's Certification Schedule Virtual Training](#)

## CURRENT RECRUITMENT OPPORTUNITY TO PROVIDE FORENSIC EVALUATIONS

Trillium Health Resources is currently accepting applications for Licensed Practitioners, including practitioners working within Agencies and Groups, to provide Forensic Evaluations to individuals referred by the criminal justice system.

Forensic Evaluators assess the defendant's current mental state and capacity to proceed to trial in accordance with 10A NCAC 27H .0201 through .0207. Applicants must complete Division of Mental Health, Developmental Disabilities and Substance Abuse Services requirements to become a local certified forensic evaluator. Training to become a forensic evaluator includes pre-certification training (6 hours) provided at the Pre-Trial Evaluation Center at Central Regional Hospital, as well as annual training seminars (4 hours) as specified in the rule.

Recruitment is open to practitioners located in all counties in the Trillium catchment area. Priority will be given to applicants who can service **Bladen, Pasquotank, Pitt, and/or New Hanover counties**.

Applicants that are interested should click the link [Provider Recruitment Opportunities](#) to apply for the Recruitment Opportunity -Forensic Evaluator. This can also be found on Trillium's website.

## INCIDENT REPORTING REMINDERS

Incident reporting offers the opportunity to analyze trends to prevent the occurrence of future incidents. Below are reminders to keep in mind as you continue to report diligently:

### **IRIS REPORTING TIMELINES**

- 🌱 **Level 2 incidents**=An IRIS report must be submitted within 72 *clock* hours of learning of the incident.
- 🌱 **Level 3 incidents**= Verbal or written (email) notification to Trillium within 24 hours of learning of the incident. An IRIS report must be submitted within 72 hours of learning of the incident; however, for incidents involving allegations against staff, the IRIS report must be submitted within 24 hours of learning of the incident (to meet HCPR reporting timelines).

### **TRILLIUM'S REPORTING EXPECTATIONS**

- 🌱 All reports must be submitted on time (zero late submissions). If a report is submitted outside the 72 hour required timeframe, please provide a statement in the IRIS report regarding the submission of the incident outside reporting timeframe.
- 🌱 All required fields (DOB, gender, incident details, cause of incident, incident prevention, authorities contacted, etc.) must be completed in IRIS in order for Trillium to process and close the report.

- 🌱 Response to Trillium’s questions must be provided within 24 hours of receiving an email or phone call regarding an incident. Please note, failure to respond to follow up questions or complete required elements may result in referral to Program Integrity.

## REMINDERS

- 🌱 For Allegations of Abuse/Neglect/Exploitation against Staff, please upload the DSS letter and HCPR letter into IRIS upon receipt.

In addition, please upload your internal provider investigation into IRIS and ensure completion of the HCPR Investigation Results tab within 5 days.

- 🌱 For Member Deaths, please upload the death certificate and/or Medical Examiner report upon receipt, and update the death information tabs accordingly.
- 🌱 Medical illness is not reportable unless it results in injury or death, or is believed to be caused by abuse/neglect or medication error.
- 🌱 For Member Injury, please elaborate on the type of treatment (i.e., stitches, cast, prescription medication) that the member receives for the injury (treatment does not include diagnostic tests such as blood work, x-ray, MRI, EKG, etc.).
- 🌱 Access the [Incident Response and Reporting Manual](#)

Please visit Trillium’s [My Learning Campus](#) to access Incident Reporting Training for your agency staff.

For any incident related questions, please contact Julie McCall ([Julie.Mccall@trilliumnc.org](mailto:Julie.Mccall@trilliumnc.org)) or Jennifer Kelly ([Jennifer.Kelly@trilliumnc.org](mailto:Jennifer.Kelly@trilliumnc.org)).

# Roadmap2 Ready

## DISASTER PLANNING

As we approach the prime season for hurricanes and flooding disasters, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

We began utilizing the Disaster Plan link last year to keep the process more streamlined. This year, you will again go to a link to share your 2022 Disaster Plan and important contact information.

This requested information includes:

- 🌱 Contact information for your designated “Disaster Point of Contact”
- 🌱 Corporate site address and facility phone number
- 🌱 Any residential sites currently in your contract (address, phone numbers)



Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link:

[🌱 2022 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2022***. If no updates are needed to your 2022 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2022 by the deadline (May 1, 2022), may result in an audit and/or plan of correction.

The Federal Center for Medicare and Medicaid Services (CMS) posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization.

While it is our desire that no one has to contend with all that a natural disaster brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

[🌱 Final Rule](#)

## **VALUED PROVIDERS SEAL 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!

## **NEED TO REPORT FRAUD, WASTE AND ABUSE?**

Ethicspoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse and confidentiality breaches. You can access Ethicspoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll free 1-855-659-7660.

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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.