



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #248

To: All Providers

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VP of Network Management

Date: September 15, 2022

Subject: User Access Control & Authentication for Provider Direct, Medicaid Transformation Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation, Stakeholder Engagement Behavioral Health Clinical Coverage Policy Update, Promoting Community Inclusion: Consultation Sessions with NC Community-Based Providers 2022-2023, Amended Clinical Coverage Policy (8A-Mobile Crisis Mgmt.), Free Fair Housing Training Webinars for ACTT, CST and TMS Providers, Provider Notification: Trillium Health Resources Would Like to Make You Aware, New State Funded Criteria Requirement-Income Verification, Important Information Regarding the 2022 Perceptions of Care Surveys, Parents as Collaborative Leaders Training, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Victory Junction, Disaster Planning, Valued Providers Seal Program, Need to Report Fraud, Waste, and Abuse?

USER ACCESS CONTROL & AUTHENTICATION FOR PROVIDER DIRECT

Trillium continues making changes necessary to comply with federal and state security requirements. We will be making changes to provider user accounts in our behavioral health provider portal, Provider Direct, These changes (listed below) will be implemented on **October 31, 2022**.

- 🌱 User Accounts will be disabled after **90 days** inactivity. System Administrators will retain the ability to re-enable the accounts as necessary.
- 🌱 User Accounts will be disabled for a period of at least **45 minutes** upon **three (3)** consecutive invalid logon attempts, within a 10 minute period.
- 🌱 Multi-factor Authentication (MFA) will be required: Providers will receive an email with an authentication token (a 6 digit passcode) upon entering their username and password correctly. They will then have to input the token (passcode) to complete authentication. Currently MFA is only required for **initial account activation**.
- 🌱 Users will be logged out after **15 minutes** of inactivity. Please save your work often to avoid losing unsaved entries.

MEDICAID TRANSFORMATION- NON-EMERGENCY MEDICAL TRANSPORTATION AND NON-EMERGENCY AMBULANCE TRANSPORTATION

Trillium is preparing to go live as a Tailored Plan on Dec. 1, 2022 and will be managing the Non-Emergency Medical Transportation (NEMT) and Non-Emergency Ambulance Transportation (NEAT) benefits for Tailored Plan Medicaid members. Starting **Oct. 17, 2022**, members can reserve a ride for these appointments through Trillium by calling 1-855-397-3612. Please note this is for appointments on or after Dec. 1, 2022.

If members have an appointment **before** Dec. 1, 2022 and need a ride and are enrolled in:

- 🌱 **LME/MCO such as Trillium:** please call the local DSS office. Here you can find the [list of locations](#)
- 🌱 **NC Medicaid Direct:** please call the local DSS office. Here you can find the [list of locations](#)
- 🌱 **A Standard Plan:** please call the Standard Plan. Contact information can be found on the Medicaid ID card or on the [Medicaid website](#).

STAKEHOLDER ENGAGEMENT BEHAVIORAL HEALTH CLINICAL COVERAGE POLICY UPDATE

NC DHHS invites you to join one of two stakeholder engagement webinars offered for review of amended Clinical Coverage Policy for Substance Abuse Intensive Outpatient Program (SAIOP). These webinars are open to all stakeholders.

- 🌱 [Clinical Coverage Policy for Substance Abuse Intensive Outpatient Program \(SAIOP\)](#)

Webinar Dates & Times	MS Teams Links
Wednesday September 21, 2022 10:00 – 11:00 AM	Join on your computer or mobile app Click here to join the meeting Meeting ID: 211 587 314 601 Passcode: CXnumA Download Teams Join on the web Join with a video conferencing device ncgov@m.webex.com Video Conference ID: 115 254 302 8 Alternate VTC instructions Or call in (audio only) +1 984-204-1487,,545459069# United States, Raleigh Phone Conference ID: 545 459 069# Find a local number Reset PIN

Webinar Dates & Times	MS Teams Links
Thursday September 22, 2022, 10:00 -11:00 AM	Join on your computer or mobile app Click here to join the meeting Meeting ID: 283 537 599 125 Passcode: ryChmf Download Teams Join on the web Join with a video conferencing device ncgov@m.webex.com Video Conference ID: 117 133 600 9 Alternate VTC instructions Or call in (audio only) +1 984-204-1487,,882558325# United States, Raleigh Phone Conference ID: 882 558 325# Find a local number Reset PIN

For additional information about upcoming webinars send email to Howard.Anthony@dhhs.nc.gov.

PROMOTING COMMUNITY INCLUSION: CONSULTATION SESSIONS WITH NC COMMUNITY-BASED PROVIDERS 2022-2023

WHAT?

The UNC Institute for Best Practices is offering standing consultation sessions for North Carolina providers who are directly involved in supporting adults with serious mental illness find success in more integrated community settings through housing, employment, and social connections. This service is sponsored by NC DHHS. Institute consultants will be available to answer questions, talk through individual-specific challenges, brainstorm questions yet to be asked and answered. Brief periodic didactic instruction may be offered to elevate understanding of housing first and employment first principles and practices.

WHEN?

From 1:00 – 2:00 pm on every 1st and 3rd Friday of the month.

Next session: Friday, September 16th.

WHERE?

[On Zoom session here](#), (no registration required)

INTENDED AUDIENCE:

Assertive Community Treatment (ACT) Teams, Community Support Teams (CST), Transition Management Services (TMS) providers, and Individual Placement and Support (IPS) supported employment teams are encouraged to access this consultation service.

ABOUT THE CONSULTANTS:

Institute staff bring their experience and expertise in such areas as psychiatric rehabilitation and housing supports, occupational therapy, supported employment, motivational interviewing, cognitive behavioral therapy for psychosis, and much more. Most Institute consultants have led an ACT or IPS-SE team or have doctoral-level training in psychiatric rehabilitation.

 [Learn more about Institute consultants here.](#)

AMENDED CLINICAL COVERAGE POLICY (8A-MOBILE CRISIS MGMT) OPEN COMMENT PERIOD

The amended Clinical Coverage Policy 8A – Mobile Crisis Management has been posted for the 45-day public comment period. The comment period will end 10/7/2022.

The policy and the [email address to submit comments](#) can be accessed at Proposed Medicaid and NC Health Choice Policies | NC Medicaid (ncdhs.gov). Please [submit comments related to the amended service](#) to the email indicated on the webpage by 10/7/22.


FREE FAIR HOUSING TRAINING WEBINARS FOR ACTT, CST AND TMS PROVIDERS

FAIR HOUSING TRAINING I

This training will be offered two times on the dates listed. Please register for the appropriate session. Housing Provider sessions are intended for landlords, property management staff, and other housing providers.


Service Provider sessions are intended for LME/MCO staff, NC DHHS staff, social workers, advocates, and others who are assisting tenants.

 September 14th, 21st, and 28th

 October 12th and 19th

 November 2nd and 16th

Follow the link below to register for the class that aligns with your specific training need:

 [Fair Housing Training](#): Basic for Housing Providers

 [Fair Housing Training](#): Basic for Service Providers

FAIR HOUSING TRAINING II

Advanced Fair Housing for Service Providers including LME/MCO staff and other service providers are invited to participate in *Advanced Fair Housing Training* facilitated by the NC Legal Aid Fair Housing Project. This Fair Housing Training will include the following topics: housing discrimination,

eviction updates, explanation of the seven protected classes, reasonable accommodations and reasonable modifications. Attendees will also complete case studies in small groups.

October 6, October 27 and November 17

[Fair Housing Training II](#): Advanced for Service Providers

If you have difficulty using the registration link(s) please email Fredrika Murrill at fmurrill@nchfa.com

IMPLEMENTATION TERMS & CONDITIONS FOR PROVIDER DIRECT

PROVIDER NOTIFICATION: TRILLIUM HEALTH RESOURCES WOULD LIKE TO MAKE YOU AWARE

In accordance with Service Organization Control 2 (SOC 2) compliance, Trillium Health Resources will be implementing Terms & Conditions for Provider Direct. The Terms & Conditions will be included in the September monthly release (version 5.7.2.0) on September 29, 2022.

Please reference the additional documentation for [guidance on accepting Provider Direct Terms & Conditions](#).

If you have any questions please reach out through the provider support channels.

NEW STATE FUNDED CRITERIA REQUIREMENT—INCOME VERIFICATION

Effective October 1, 2022, Trillium will require that providers verify the income of State Funded Recipients receiving Behavioral Health (BH) Services, with the exception of BH crisis services and detoxification as reflected in Department of Health and Human Services (DHHS) guidelines. State Funded Recipients receiving BH services must have income of less than or equal to 300% of the federal poverty level (<https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>). This income information must be included on any New Enrollment requests for state funded services or Recipient Updates for state funded services in the "Annual Household Income" field on the forms.

IMPORTANT INFORMATION REGARDING THE 2022 PERCEPTIONS OF CARE SURVEYS

Every year Trillium Health Resources and other LME/MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. The survey is designed to assess member perceptions of the services they have received in the past year.




The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME/MCO in an annual report. The survey results are used to inform policy decisions designed to improve the system.

YOUR ASSISTANCE AND PARTICIPATION IS CRUCIAL TO THE SUCCESS OF THIS PROJECT

If you provide MH and/or SU services to members of any age, you may have been contacted to participate in the administration of this survey. Specific instructions were provided by Trillium staff at that time.

Survey administration options have been adapted and expanded to include use of electronic/web based and paperless surveys. These changes are intended to safeguard members and provider health and safety, and to significantly reduce burden for participating providers who assist with the survey administration. Administration of the 2022 Perceptions of Care survey has begun and will continue through September 16. Since there is a short administration period, surveys must be completed in a timely manner.

Requirements for Member Participation in the Survey:

-  Must have mental health and/or substance use diagnosis
-  Must be a Trillium member, with a Trillium member ID number
-  Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the LME/MCO, and ultimately helps to improve the quality of services for our members.

Please follow all timelines and survey administration instructions provided by Trillium. If you were asked to participate in the administration of this survey, you have already received an email. If you have any questions, please feel free to contact us at surveys@TrilliumNC.org or 1-866-998-2597 and ask for Julie McCall.

Thank you for your participation in this important survey! We look forward to working together with you to gather important information that will reflect our joint efforts to help members in our area.

PARENTS AS COLLABORATIVE LEADERS (PACL) TRAINING

The Whole Child Health Section of the N.C. Child Division of Child & Family Well-Being has assembled a group of parent leaders and trained them to facilitate the nationally recognized, research-based curriculum, Parents as Collaborative Leaders. These parents are passionate about teaching others who have children with a variety of special health care needs and/or developmental concerns to become effective leaders in their communities, at the state level, and at the national level. These trainings have been used to support parents and caregivers being more active and confident at the table in a variety of educational, medical, and community settings. The trainings are offered at no cost and will be held virtually. There will be one module held monthly.

 [PACL Flyer](#)

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.**

 [NC SNAP2022 Examiner's Certification Schedule Virtual Training](#)

TRILLIUM FAMILY WEEKEND AT VICTORY JUNCTION!

September 16-18, 2022 | **Application Deadline:** Tuesday, September 6, 2022
 October 28-30, 2022 | **Application Deadline:** Tuesday, October 18, 2022

Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will all take advantage of the inclusive environment and diverse amenities that camp has to offer and join us on a family retreat this fall in Randleman, NC.

Programming provides a unique experience for families to connect. Children of every ability can feel fully empowered and try activities adapted for every need. Victory Junction's amazing staff and volunteers are familiar with hosting Trillium families and even special diets are accommodated. There is no cost to attend.

Open to all Trillium members and their families or natural supports, regardless of age or diagnosis. Come experience the magic of camp with us! Spots are limited! Sign the [FALL 2022 INTEREST FORM](#) today for a referral to receive a link to apply OR [check out the flyer](#) on our [Trillium Family Weekend Webpage](#) to learn about the application process!

Covid-19 Statement: For the safety of all individuals on-site, all Victory Junction staff and volunteers will be fully vaccinated against COVID-19 during Trillium Family Weekends. Victory Junction will require proof of a COVID-19 vaccination for each person attending in your party who are ages 5 and up who will be on-site during Trillium Family Weekends. For all participants under 5 years of age OR any attendee with a medical exemption against vaccination, proof of negative COVID-19 PCR test results within 72 hours prior to the start of the program will be required. An antibody/serology test will not be accepted. Masks are required for all participants during indoor activities.

Want to stay in the loop about future Family Retreat Dates? Visit the [“Trillium Health Resources”](#) and [“Trillium Direct Connect For Enrichment”](#) Facebook pages, and the [“Victory Junction”](#) page on our website for the most up-to-date announcements!

Funding made possible by
Trillium Health Resources



DISASTER PLANNING

Effectively preparing for disasters requires planning based on your personal needs. To learn more about how to get informed, make a plan and build a kit for individuals with disabilities visit the [Ready.gov](#) website. Subscribe to [FEMA’s Office of Disability Integration and Coordination updates](#).

Roadmap2Ready

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 [here](#). 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 28 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.



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 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 EthicPpoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll free 1-855-659-7660.

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. These questions will be answered in a Q&A format and published on Trillium's website.