Trillium
HEALTH RESOURCES
Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #257

To: All Providers

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VP of Network Management

Date: October 31, 2022

Subject: Reciprocity of Provider Training Across the State, Deaf and Hard of Hearing Services and Supports-Medicaid Communication Access Service Training, Organizational Provider Records without the Required Individual Provider Affiliation Risk Suspension/Termination, User Access Control & Authentication for Provider Direct, Reciprocity Agreement, Free Fair Housing Training Webinars for ACTT, CST and TMS Providers, Parents as Collaborative Leaders Training, 2022 NC SNAP Examiner's Certification Schedule Virtual Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

RECIPROCITY OF PROVIDER TRAINING ACROSS THE STATE

Trillium is excited to share, a reciprocity agreement that is in place between Trillium and the other 5 Tailored Plans. Recognizing the training from multiple Tailored Plans may burden providers diligently working to comply with NCDHHS and Tailored Plan requirements, the following recommended attestation agreement and process has been developed.

MCOs (Tailored Plans) have worked on providing reciprocity on some TP Provider trainings. The trainings that can receive reciprocity are as follows:

1. EPSDT/Into the Mouth of Babes
2. FWA
3. Population Health (titles vary)
4. Infection Prevention and Control
5. Tobacco Cessation/Tobacco Free Campus

Providing a cohesive approach to meet the direction of multiple Tailored Plans, Trillium Health Resources has developed a process for Providers to submit training certificates received from other Tailored Plans, confirming they have completed all or specific recommended training(s) above, by doing so, you will receive credit for the same Trillium trainings located on My Learning Campus.

Please submit your completed training certificate using the link below. (Please note, this process is only for trainings received through other Tailored Plans, any trainings accessed through the Trillium are tracked within My Learning Campus)

CLICK HERE

Additionally, other trainings (such as Provider Manual training) are unique to the MCO region and were individually approved by NCDHHS and will not be able to have reciprocity among Tailored Plans. We will continue to review trainings for additional reciprocity opportunities. For any questions please contact TrainingUnit@TrilliumNC.org

DEAF AND HARD OF HEARING SERVICES AND SUPPORTS-MEDICAID COMMUNICATION ACCESS SERVICE TRAINING

The NC Dept. of Health and Human Services (NCDHHS) has launched the Medicaid Communication Access Service. The goal of this service is to improve communication access in healthcare settings for NC Medicaid and Health Choice beneficiaries and their parent/guardian, spouse, or partner who are deaf, hard of hearing, or deafblind.

Join us on November 17th (10:00am-11:30am) to learn more about this service. The Division of Services for the Deaf and Hard of Hearing (DSDHH) will provide an overview of the Medicaid Communication Access Service and how you can benefit. During this presentation you will learn:

- ♻ How to register for this new service
- ♻ Who is eligible for this service
- ♻ What the benefits are just for registering
- ♻ How you can be retroactively reimbursed for providing communication access

Medicaid Communication

ORGANIZATIONAL PROVIDER RECORDS WITHOUT THE REQUIRED INDIVIDUAL PROVIDER AFFILIATION RISK SUSPENSION/TERMINATION

Note: This modifies the previously published bulletin Provider Reminders: Individual Provider Affiliation and Keeping NCTracks Records Current – Oct.29, 2021 to add Behavioral Health and Social Service Providers to the acceptable Level 1 taxonomies for single and multi-specialties.

Modifications to NCTracks will allow the system to identify organizational providers enrolled in taxonomies (provider type, classification, specialization) without the required affiliation of at least one active individual provider.

Effective Nov. 21, 2021, organizational providers with the taxonomies identified in the chart below are required to have **at least one active affiliated individual provider with at least one active taxonomy** related to their credentialed status as a taxonomy level 1 provider.

- ♻ This modification will verify if providers meet the enrollment criteria for each taxonomy and supports efforts to keep provider enrollment files current.

- ♻ Once implemented, this will become an ongoing requirement, obligating providers to maintain and update affiliations to avoid potential claims suspension and/or provider enrollment termination.

- ♻ Unless otherwise noted in the table below, qualifying Level 1 Taxonomy provider types are:
  - ○ Allopathic and osteopathic physician
  - ○ Behavioral health and social service providers
  - ○ Chiropractic providers
  - ○ Dental providers
  - ○ Dietary and nutritional service provider
  - ○ Eye and vision service providers
  - ○ Pharmacy service providers
  - ○ Physician assistants and advanced practice nursing providers
  - ○ Podiatric medicine and surgery service providers
  - ○ Respiratory/developmental/ rehabilitative/restorative service providers
  - ○ Speech/ language/hearing service providers, or
  - ○ Student healthcare providers

Multi-Specialty (193200000X)	**Organization must have** at minimum: ♻ **One active** affiliated individual provider with two Level 1 Taxonomy provider types; **OR** ♻ **Two or more** active affiliated individual providers that **collectively** represent **two different** Level 1 Taxonomy provider types.
Single Specialty (193400000X)	Organization must have: *At least one active affiliated individual provider* with a Level 1 Taxonomy provider type.
Primary Care (261QP2300X)	Organization must have: *At least one active affiliated individual provider* representing a Doctor of Medicine (MD), Doctor of Osteopathic Medicine (DO), Nurse Practitioners (NP), Physician Assistant (PA), or Certified Nurse Midwife (CNM).

For more information regarding taxonomy levels, refer to the [NCTracks Provider Permission Matrix](#).

Currently enrolled organizations with no affiliated individual providers will receive notices which include a deadline to affiliate at least one active individual provider according to the guidelines above.

Newly enrolling organizations must be approved prior to affiliating individual providers. Upon approval, new organizations will receive notices which include a deadline to affiliate at least one active individual provider according to the guidelines above. Providers initially have 90 days to meet this requirement.

Providers who do not meet the deadline will be issued a Suspension Notice, advising that claims for the affected taxonomy will pend until the required affiliation update is made.

- The notice includes a 30-day deadline by which the update must be made in order to avoid termination of the applicable taxonomy.
- If the affected taxonomy is the only taxonomy of record, the service location and/or provider record may also be terminated.

To affiliate an individual provider to an organization, providers should submit a Manage Change Request under the individual provider's NPI. The Office Administrator for the individual provider record should follow these steps to complete the Manage Change Request application.

1. Log in to the NCTracks Secure Provider Portal
2. Navigate to the *Status and Management* page
3. The NPI will be located in the *Manage Change Request* section
4. Select the individual NPI and click *Update*
5. Complete and submit the Manage Change Request application

Note: An abbreviated Add/Update Affiliations Manage Change Request Type is available if the affiliation is the only updated needed. Guidance is available in the user guide *"How to Submit a Manage Change Request adding a Service Location and Affiliate an Individual Provider Record to a Group/Organization in NCTracks."*

Original NCDHHS Bulletin

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.**

- ♻ <mark>User Accounts will be disabled after **90 days** inactivity.</mark>

- ♻ 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.

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.

- ♻ 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.

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

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

DISASTER PLANNING

Sign up for county emergency alerts to stay informed of what's happening in your community on ReadyNC.gov. Also, ReadyNC.org updates their website during disasters with evacuation orders, evacuation routes and shelter openings.

Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season. 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.

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.

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.