

To: All Providers

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

Date: January 13, 2023

Subject: Voluntary Reverification Coming Soon for Some Providers, Parents as Collaborative Leaders (PACL) Training, Adolescent SUD Stakeholder Engagement – Treatment Providers, Quest Analytics BetterDoctor Provider Outreach, DHHS Person Centered Planning Training, IMPORTANT Information Regarding the 2022-23 National Core Indicators Surveys, Unlicensed Alternative Family Living (UAFL) Update, HealthConnex (ADT)... “What Does Law Mandate?”, Recruitment Opportunity Announcements: Office-Based Opioid Treatment (OBOT), RFI: Pitt County Juvenile Detention Substance Use Services, RFP: Outpatient Opioid Treatment Program (OTP)-Onslow County, Open Enrollment Announcement, Victory Junction Spring Dates!, Disaster Planning, Tips for Reducing Provider Abrasion, Need to Report Fraud, Waste, and Abuse?

VOLUNTARY REVERIFICATION COMING SOON FOR SOME PROVIDERS

Open to providers who were due for reverification during the Public Health Emergency. Ends March 31.

When the federal Public Health Emergency (PHE) ends, so will the suspension of reverification activities for providers enrolled in NC Medicaid. At that time, letters will be sent to providers for whom reverification was deferred during the PHE as well as those providers with approaching reverification due dates.

NC Medicaid has developed a unique opportunity for providers to complete the process early by *voluntarily* submitting a reverification application when the reverification option is displayed in the secured provider portal of NCTracks. The Voluntary Reverification Program is applicable to only those providers who were due for reverification during the PHE, and includes:

- 🌱 A special NCTracks notification being sent to the Office Administrator (OA) which describes the option to voluntarily complete a reverification application

- 🌱 Upon notification, the provider's NPI will display in the Reverification section of the NCTracks Status and Management page for 30 days.
- 🌱 No adverse action will occur if the provider does not submit the voluntary reverification application. In other words, providers **will not be suspended or terminated** if they choose to forego their reverification application while the special voluntary program is presented.
- 🌱 If the voluntary reverification application is submitted, the provider must follow through to completion to avoid any delays or adverse action.
- 🌱 Providers who submit their reverification application before it becomes mandatory at the conclusion of the PHE will benefit from the \$100 NC Application Fee waiver, which expires June 30, 2023.

This is a *time-limited* opportunity that allows providers to get ahead of the reverification rush. The voluntary program begins Jan. 8, 2023, and ends March 31, 2023. NCTracks will not allow a Managed Change Request (MCR) to be submitted for the designated NPI while the reverification application is being made available. During this time, updates to the provider record can be submitted via the reverification application instead.

REVERIFICATION WILL BE MANDATORY AT THE END OF THE PHE.

As with any application submitted through NCTracks, there is a defined credentialing and/or revalidation process for reverification applications. Any additional documents requested, site visits, or required fingerprinting must be completed to maintain active provider participation.

CONTACT

NCTracks Call Center: 800-688-6696

- 🌱 [Read the Article Online](#)

PARENTS AS COLLABORATIVE LEADERS (PACL) TRAINING

Trillium will be hosting the Parents as Collaborative Leaders (PACL) Training on February 16, 2023 and March 16, 2023. The time for both trainings is 10:00am-11:30am. This is in collaboration with the State. We are having Module 3 and Module 4 again because of low attendance when we first offered these trainings. These trainings are for parents/caregivers and advocates of our members. Below is a link to the flyer. The flyer includes the registration links and those links are listed below as well for your convenience

Module 3: Critical Elements of Collaboration will be held on February 16, 2023

- 🌱 [Register for this Module](#)

Module 4: Stages of Group Development will be held on March 16, 2023


- 🌱 [Register for this Module](#)

DESCRIPTION OF THE 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 healthcare 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. These trainings are offered at no cost.



 [More information and registration links](#)

ADOLESCENT SUD STAKEHOLDER ENGAGEMENT TREATMENT PROVIDERS



OVERVIEW:

-  DMH/DD/SAS is meeting with different stakeholders for discussion and input related to adolescent substance use and would like to hear from treatment providers.






PURPOSE OF THE MEETING:

-  To discuss current adolescent SUD data and needs.
-  Identify potential avenues for supporting and enhancing adolescent SUD services.



WHO SHOULD ATTEND:

-  Staff who have a responsibility for youth.
-  Staff who have knowledge/insight into the behavioral health needs of youth (SUD & MH).

PARTICIPATION NEEDED DURING THE MEETING:



-  1 hour focused discussion.
-  Areas to be discussed:
 -  Adolescent SUD data,
 -  Adolescent behavioral health needs, and
 -  Discuss options to support/enhance adolescent SUD services

TREATMENT PROVIDER STAKEHOLDER MEETINGS:

-  2 stakeholder meetings have been scheduled (information is listed below).
 -  Staff from your agency may attend either meeting.

If you have questions or require additional information prior to the scheduled stakeholder meetings contact:

Eamonn McAteer – eamonn.mcateer@dhhs.nc.gov
 Adolescent Services Coordinator
 Addictions and Management Operations Section
 DMH/DD/SAS

Option 1: Friday Jan 27 th at 1pm	Option 2: Wednesday Feb 8 th at 10am
<p>Microsoft Teams meeting Join on your computer, mobile app or room device</p> <p> Click here to join the meeting</p> <p>Meeting ID: 254 314 928 909 Passcode: zVBV27 Download Teams Join on the web</p> <p>Join with a video conferencing device ncgov@m.webex.com Video Conference ID: 115 610 588 9</p> <p>Alternate VTC instructions Or call in (audio only) +1 984-204-1487,,260369846# United States, Raleigh Phone Conference ID: 260 369 846# Find a local number Reset PIN Learn More Meeting options</p>	<p>Microsoft Teams meeting Join on your computer, mobile app or room device</p> <p> Click here to join the meeting</p> <p>Meeting ID: 232 952 572 057 Passcode: H6gVHD Download Teams Join on the web</p> <p>Join with a video conferencing device ncgov@m.webex.com Video Conference ID: 116 612 930 6</p> <p>Alternate VTC instructions Or call in (audio only) +1 984-204-1487,,211651620# United States, Raleigh Phone Conference ID: 211 651 620# Find a local number Reset PIN Learn More Meeting options</p>

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH









Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, beginning on 12/1/22 Quest Analytics will conduct provider outreach to validate the data on Trillium’s Member-facing Provider Directory. Quest Analytics utilizes BetterDoctor as a solution for Provider Directory accuracy and outreach efforts. BetterDoctor will contact providers by fax, mail, email, and/or a telephone call on a quarterly basis.

The provider letter will explain the process and request the provider validate the data contained in Trillium's Member-facing Provider Directory. The providers will validate and update their data via their input into the BetterDoctor portal. The Network team will review the validated data and will work with the provider to resolve any inaccurate data issues. If you have any questions about Member-facing Provider Directory validation and outreach, email TrillumProviderDirectory@TrilliumNC.org or call 1-855-250-1539.




DHHS PERSON-CENTERED PLANNING TRAINING

FROM THEORY TO PRACTICE: PERSON CENTERED PLANNING IN NORTH CAROLINA

DHHS is implementing a DHHS approved Person Centered Planning training that meets the requirements for service providers responsible for developing a PCP. Person Centered Planning is a collaborative planning practice which emphasizes self-determination and choice in helping individuals to achieve their unique vision of preferred life. Core principles and practices of Person-Centered Planning, and how these differ from traditional approaches, will be reviewed. Participants will receive concrete guidance in both the process and documentation of Person-Centered Planning, including strategies for respecting strengths-based, person-centered principles while also satisfying expectations associated with clinical, accreditation, and fiscal regulations. Hypothetical, case-based examples of quality Person Centered Plans will be shared as a way of illustrating key quality elements.

-  Wednesday February 22, 2023 from 9am-1pm
 -  [Click here to register](#)
-  Tuesday February 28, 2023 from 12:30pm-4:30pm
 -  [Click here to register](#)
-  Wednesday March 8, 2023 from 9am-1pm*
 -  [Click here to register](#)
-  Tuesday May 9, 2023 from 12:30pm-4:30pm*
 -  [Click here to register](#)

*An ASL interpreter WILL NOT be available for the January 11th training but WILL be available for the May 9th training. If you are needing ASL accommodations, please register for either the March 8th or May 9th training. Related Training Documents

-  [Crisis Plan Template](#)
-  [NC PCP Guidance Document](#)
-  [PCP Template](#)

IMPORTANT INFORMATION REGARDING THE 2022-23 NATIONAL CORE INDICATORS SURVEYS

The National Core Indicators™ (NCI™) program is a voluntary effort by state developmental disability agencies to track their performance using a standardized set of consumer and family/guardian surveys with nationally validated measures. Standard measures (core indicators) are used to assess the outcomes of services provided. Areas addressed by the indicators include employment, member rights, service planning, community inclusion, choice, and health and safety.

The effort is coordinated by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI). The organization conducting the interviews is the UNC-Chapel Hill, Carolina Institute for Developmental Disabilities (CIDD). This survey is the only annual, statewide, survey of randomly sampled members that receive eligible intellectual and developmental disabilities (I/DD) services and are at least 18 years of age.

Please note, Providers may be contacted by Trillium to help with this activity. Providers may be asked to assist with 1) obtaining member consent to participate in the survey, 2) gather additional information about the member or, 3) provide support to the member with survey participation.

There are multiple components to the NCI Survey, in-person and mailed. The In-Person Surveys and mailed surveys are different and are not duplicative.

Please email Trillium's QM Department/Survey Team at Surveys@TrilliumNC.org or call 1-866-998-2597 to contact Jennifer Kelly or Krissy Vestal with any questions.

Trillium thanks you in advance for your assistance with this annual process of evaluating outcomes. We look forward to working together to gather the necessary information.

IMPORTANT UNLICENSED ALTERNATIVE FAMILY LIVING (UAFL)

Effective immediately, the QP/supervisor from the provider agency *must attend* any onsite or virtual UAFL Review scheduled with their AFL provider(s). The QP/supervisor will receive the notification letter(s) and WebEx invites and share the information with their AFL provider(s) informing them of the upcoming review and any documents that will be reviewed. It is the responsibility of the QP/supervisor to ensure *both* are in attendance during the scheduled review.

IMPORTANT UPDATES – HEALTHCONNEX (ADT)... **"WHAT DOES LAW MANDATE?"**

On July 11, 2022, Governor Cooper signed into law the 2022 Appropriations Act (Session Law 2022-74). While the 2022 Appropriations Act does not change the January 1, 2023 deadline to connect to NC HealthConnex for providers receiving state-funds, including Medicaid, it does contain important provisions related to the NC HealthConnex program.

Of note, are the following:

- ▲ The requirement that providers receiving state-funds be connected to NC HealthConnex as a condition of continued receipt of such funds has been temporarily suspended until the General Assembly implements enforcement reforms.
- ▲ The NC Health Information Exchange Authority Advisory Board must report to the General Assembly by March 31, 2023 on the status of provider connection to NC HealthConnex.

For more information on NC HealthConnex, you may visit the [North Carolina Department of Information Technology's NC HealthConnex](#).

RECRUITMENT OPPORTUNITY ANNOUNCEMENTS

OFFICE-BASED OPIOID TREATMENT (OBOT)

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations and/or practitioners that are interested in providing Office-Based Opioid Treatment (OBOT).

Office-Based Opioid Treatment (OBOT) is defined as treatment of opioid use disorders in the clinical setting by a qualified provider as defined under Public Law 106-310 Section 3501 (a) (G) (ii) to prescribe buprenorphine or buprenorphine-naloxone medications.

Qualified providers shall complete the required specialized training, and shall be granted the waiver authority from the Substance Abuse and Mental Health Services Administration (SAMHSA) to prescribe and dispense buprenorphine or buprenorphine naloxone in an office-based practice. In addition to the DATA 2000 waiver, both DEA and North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services Drug Control Unit registrations are required to operate as an Office-based Opioid Treatment Practice.

Beginning on 12/07/22 this open recruitment opportunity will remain open for a period of 60 days closing on 02/05/2023. It applies to both in-network and out-of-network providers enrolled in NC Tracks or eligible to enroll in NC Tracks, who are free of sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider/practitioner may be selected. NC Tracks enrollment is required prior to contracting.

This recruitment is being used as a means to expand the Medicaid network of OBOT Providers that are capable of providing this service to Trillium Members throughout the Trillium catchment area.

This recruitment should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Have more questions? Please submit them using the [Questions link](#).

Wish to apply? Please apply using the [Application link](#).

Please visit the [Trillium Health Resources Recruitment Opportunities webpage](#) to see this and our other recruitment opportunities!

RFI ANNOUNCEMENT: PITT COUNTY JUVENILE DETENTION SUBSTANCE USE SERVICES

Trillium is seeking to identify mission-driven organizations that are interested in providing screening, assessment, case management and treatment to youth in the Pitt County Juvenile Detention Center.

This Request for Information (RFI) is open to both in-network and out-of-network providers enrolled in NC Tracks and NC Medicaid who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. Only one provider can be selected.

This RFI is being used as a means to obtain information about providers that are capable of providing substance use services to children and adolescents. This RFI should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

RFP ANNOUNCEMENT: OUTPATIENT OPIOID TREATMENT PROGRAM (OTP) - ONSLOW COUNTY

Trillium is seeking experienced providers to expand Medicaid Outpatient Opioid Treatment Program in Onslow County.

This Request for Proposal (RFP) is open to both in-network and out-of-network providers enrolled in NC Tracks and NC Medicaid who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. Only one provider can be selected.

This RFP is being used as a means to obtain information about providers that are capable of providing substance use services to children and adolescents. This RFP should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Please visit the [Trillium Health Resources Recruitment Opportunities webpage](#) to see this RFI & RFP and Trillium's other recruitment opportunities!

OPEN ENROLLMENT ANNOUNCEMENT: RESPITE

Trillium Health Resources (Trillium) is seeking to identify mission-driven organizations that are interested in providing **Respite Services for Children/Adolescents**.

This open recruitment applies to both in-network and out-of-network providers enrolled in NC Tracks who are free of contract sanctions, fraud investigations, and/or current or previous IRS liens. More than one provider may be selected.

This recruitment is being used as a means to expand the network of Respite Providers that are capable of providing these services to Trillium Members who are also involved with the Department of Social Services.

This recruitment should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.



Interested Providers should submit an application to the link below:

 [Application for Respite](#)

Questions? Please submit here: [Questions Link](#)

VICTORY JUNCTION SPRING DATES!

NEW DATES FOR SPRING 2023

-  March 31 – April 2, 2023 |
Application Deadline: **Friday, March 17, 2023**
-  April 21 - 23, 2023 |
Application Deadline: **Friday April 7, 2023**




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 spring 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 [SPRING 2023 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!

Funding made possible by
Trillium Health Resources 

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!

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.



For 2023 disaster plan submission you will go to a link to share your 2023 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: [2023 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2023***. If no updates are needed to your 2023 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 2023 by the deadline (May 1, 2023), 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 hurricane or flood 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](#)

TIPS FOR REDUCING PROVIDER ABRASION

In May 2022, Trillium Health Resources began accepting NC Tracks credentialing as documented in the NC Tracks Provider Enrollment File (PEF) and/or the NC Tracks Operations Portal. The North Carolina Department of Health and Human Services (the Department), through NCTracks, will continue to collect information and verify credentials for all providers currently enrolled or seeking to enroll in North Carolina's Medicaid and/or Health Choice programs or as a State-funded service provider.

WHAT DOES THIS MEAN?

Trillium no longer completes credentialing activities for contracted providers. Instead, Trillium relies on the daily PEF as the *source of truth* for provider credentialing and shall not solicit or accept provider credentialing or verified information from any source other than the Department, or designated Department vendor, except as expressly permitted by the Department. Each day, Trillium reviews the PEF and updates Provider Direct, Trillium's Claims Processing System, as applicable so the information in Provider Direct matches the PEF.



WHY IS PROVIDER DIRECT UPDATED TO MATCH THE PEF?

Trillium's contract with the Department outlines specific data elements that must align with NCTracks and timeframes to make the edits when applicable. The Department routinely monitors Trillium's provider data and the Provider Directory and issues financial penalties data does not align.

The most common data errors include suspended and terminated NPI numbers and taxonomy codes, terminated Health Plans, address discrepancies, and expired or absent accreditations and licensures.

WHAT ACTION DOES TRILLIUM TAKE?

1. Suspension and Termination: within one (1) Business Day

-  Trillium will suspend claims payment to any provider for dates of service after the effective date provided by the Department in its network within one (1) business day of receipt of a notice from the Department that provider payment is suspended. Payment suspension will remain in place until the Department receives the requested information from the provider and re-instates the provider on the PEF.
-  If a provider fails to re-enroll or re-credential with the Department and is terminated, claims submitted to Trillium will not be reimbursed and Trillium will initiate the Continuity of Care process and terminate the Contract.

2. Health Plan Status: within one (1) Business Day

Suspension: Providers with a suspended Health Plan can continue serving current members but Trillium must suspend claims payment until the suspension is resolved. Trillium will notify the provider of the Health Plan status and pend claims. Once the Health Plan status becomes active, Trillium will process the pended claims for dates of service in which the Health Plan is active.

Termination: Providers with a terminated Health Plan should not continue serving members. Trillium will deny claims, initiate the Continuity of Care process, and terminate the Contract.

3. Taxonomy Status: within one (1) Business Day

Suspension: Providers with a suspended taxonomy can continue serving current members but Trillium must withhold reimbursement for affected claims until the suspension is resolved. If a provider has one taxonomy, Trillium will indicate the provider as No New Referrals, notify the provider of the change in taxonomy status, and apply an edit in Trillium's Claims Processing System to pend claims. Once the taxonomy status becomes active, Trillium will indicate the provider as Available and the previously pended claims will process for dates of service in which the taxonomy is active. If a provider has multiple taxonomies, Trillium will end date the suspended taxonomy and notify the provider to resubmit affected claims using a valid taxonomy.

Termination: If a provider has one taxonomy, Trillium will initiate the Continuity of Care process and terminate the Contract. If a provider has multiple taxonomies, Trillium will end date the terminated taxonomy and notify the provider to resubmit affected claims using a valid taxonomy.

4. Service Facility Location or Service Address: within thirty (30) calendar days

Trillium will update Provider Direct to reflect changes to a service location, demographic data, or other information related to a member's access to services. If a providers address is terminated in NCTracks, Trillium will end date the service location, notify the provider by email, and work with the provider to move services (as applicable) to an address that is active. If moving the services is not an option, Trillium will assist the provider with transitioning the members to another provider that can meet their treatment needs.

Beginning April 1, 2023 or when the BH IDD Tailored Plan launches, Trillium will rely on information contained in NCTracks to verify a providers accreditation and licensure status. If a provider or contracted service requires a facility license, professional license, or accreditation, the following will occur when NCTracks reflects an expired or absent accreditation and/or license:

Within one (1) Business Day Trillium will notify the provider that a required accreditation or license cannot be validated in NCTracks and request the information be updated or added. If the provider fails to complete this request within the designated timeframe, Trillium will work with the provider

to transition members and terminate the service/service location or initiate the Continuity of Care process and terminate the Contract as applicable.

WHAT CAN YOU DO AS A NETWORK PROVIDER?

1. Routinely monitor your Message Center inbox on the NCTracks provider portal and respond to requests for re-verification and documentation within the given timeframe.
2. Ensure your service addresses are entered in NCTracks as a “Service Location” address verses a “Pay-To” or “Correspondence” address.
3. Add NPI numbers and taxonomy codes to applicable Service Locations.
4. If you have multiple NPI numbers associated with a single address, review each NPI to make sure the address is identical across all NPI numbers. Any variation in the addresses (i.e. Street vs St., Suite vs Ste., and extra spacing), creates data errors and will cause authorization and billing issues.
5. Add and update your Accreditations and Licensures (as applicable) in NCTracks.

While Trillium must follow the Departments requirements for provider credentialing and enrollment, Trillium recognizes the importance of its Provider Network. It is Trillium’s desire to reduce provider abrasion as much as possible and committed to assisting you during this transition. The following resources are provided as an aid to assist you in keeping your NCTracks data accurate and up to date.

SOURCE	LINK
CSRA Job Aid	How to Manage Your NCTracks Addresses
CSRA Job Aid	Reverification
NCTracks Operations Contact Center – 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
NCTracks User Guide	How to Add or Update Licensing and Accreditation on the Provider Profile in NCTracks

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.