

To: All Providers

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

Date: April 12, 2023

Subject: Out of State Providers- Submission Address for Paper Claims, Free Crisis Intervention Training Opportunity for Children & Youth Providers!, Parents as Collaborative Leaders (PACL) Training, Public Comment Period Open for State Funded Service Definition – Respite, EVV Soft Launch Schedule/Updates, Upcoming Assistive Technology Pop Up Events, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

OUT-OF-STATE PROVIDERS- SUBMISSION ADDRESS FOR PAPER CLAIMS

Effective May 15, 2023 the Paper Claims submission address will change.

- ♻️ Contracted providers are contractually required to submit their claims electronically via 837 HIPAA Transaction Files or can be entered via direct data entry into the appropriate provider portal.
- ♻️ Non-contracted providers who wish to submit a paper claim can mail their claims to the address below:
 - Trillium Health Resources
PO Box 240909
Apple Valley, MN 55124

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

FREE CRISIS INTERVENTION TRAINING OPPORTUNITY FOR CHILDREN & YOUTH PROVIDERS!

We are happy to announce that the [UNCG Center for Youth, Family, and Community Partnerships](#) (CYFCP) and [NC DHHS Division of Mental Health, Developmental Disabilities, and Substance Abuse Services](#) (DMHDDSAS) are partnering with the [Crisis Prevention Institute](#) (CPI) to provide free crisis intervention training opportunities to children’s and youth mental health service providers across North Carolina!

Registration is *now open* for the first nine training opportunities! These sessions will be held virtually. Learn more about this opportunity at go.uncg.edu/crisistraining and register at go.uncg.edu/crisistrainingsignup.

We are really excited to be offering free access to this incredibly valuable training, so we can help provide quality continuing professional development for in-demand skills - all at no cost to you!

If you have any questions, you can contact Shannon Barr, Training Coordinator, at scbarr@uncg.edu.

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 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. These trainings are for parents/caregivers and advocates of our members. **The time for all trainings is 10:00am-11:30am.**

🌱 **Module 5:** Tips for Effective Team Meetings- April 13, 2023
[Registration Link](#)

🌱 **Module 6:** Listening & Asking Clarifying Questions – April 27, 2023
[Registration Link](#)

More information about Modules 5 & 6


🌱 **Module 7:** Understanding Conflict – May 11, 2023
[Registration Link](#)

🌱 **Module 8:** Re-Framing Agendas: From the Personal to the Policy Level – June 8, 2023
[Registration Link](#)

More information about Modules 7 & 8

 **Module 9:** Solving Problems in Groups – June 22, 2023

[Registration Link](#)

 **Module 10:** Understanding Diversity – July 20, 2023

[Registration Link](#)








[More information about Modules 9 & 10](#)

PUBLIC COMMENT PERIOD OPEN FOR STATE FUNDED SERVICE DEFINITION - RESPITE

The Division of Mental Health, Developmental Disabilities and Substance Use Services has posted for 45 day public comment of the [Proposed State-Funded Service Definition Policies](#) for your feedback.

The public comment review period is from **March 17, 2023 – May 3, 2023** and your feedback can be provided at DMHIDDCONTACT@dhhs.nc.gov. Below you will find a brief summary of the proposed service definition.

RESPITE

-  Respite provides individualized or group periodic support and relief to the primary caregiver(s) from the stress of caring for child or adolescent recipients age 3-17 with serious emotional disturbance (SED), or severe substance use disorders (SUD), child or adolescent or adult recipients age 3 and above with intellectual or developmental disability (I/DD) or traumatic brain injury (TBI).
-  This service must be provided in the following settings:
 -  Mental Health and Substance Use - homes licensed to provide therapeutic foster care, private home services under 131D, a center-based or private home Respite service licensed under 10A NCAC 27G .5100. **OR**
 -  I/DD or TBI - licensed AFLs (for children or if the AFL serves 2 or more adults), or unlicensed AFL (if serving 1 adult)
-  This service requires the following specific criteria:
 -  age 3 through 17 and has a primary diagnosis of a SED, or a primary diagnosis of severe SUD, as defined by the current Diagnostic and Statistical Manual of Mental Disorders (DSM-5), or any subsequent editions of this reference material; **OR**,
 -  age 3 and up and has a primary diagnosis of I/DD or TBI with a NC Support Needs Assessment Profile (Level 3 or higher), or Supports Intensity Scale (Level D or higher), or TBI Assessment requiring a moderate to high level of supervision and support in most settings;

- The recipient requires continuous supervision due to their diagnosis;
 - The primary caregiver(s) need periodic support and relief from the responsibility and stress of caregiving OR the recipient needs periodic support and relief from the primary caregiver(s);
 - For all of the above there are no other natural supports are unavailable to assist with caregiving.
- 🌱 No more than 1,536 units (384 hours) can be provided to a recipient in a plan year.
 - 🌱 For 24-hour respite, providers shall bill for the time staff were awake providing supports.

EVV SOFT LAUNCH SCHEDULE/UPDATES

🌱 [Electronic Visit Verification Updates March-13-2023](#)

HOME HEALTH CARE SERVICES SOFT LAUNCH APRIL 1, 2023, THROUGH JUNE 30, 2023

Starting April 1, 2023, the North Carolina Department of Health and Human Services (NCDHHS) will implement a **soft launch** of the Electronic Visit Verification (EVV) system for Home Health Care Services (HHCS) rendered under both the Standard Plans and NC Medicaid Direct. **EVV will verify:**

- | | |
|----------------------------------|-----------------------------------|
| 🌱 Date of service | 🌱 Individual providing service |
| 🌱 Beneficiary receiving services | 🌱 Type of service rendered |
| 🌱 Location of service | 🌱 Time the service begins and end |

Services covered through the State Plan and the 3-A Home Health Clinical Coverage Policy that will be subject to the EVV requirement:

- | | |
|--------------------|--------------------------|
| 🌱 Aide Services | 🌱 Occupational Therapy |
| 🌱 Physical Therapy | 🌱 Skilled Nursing Visits |
| 🌱 Speech Therapy | |

During this soft launch period beginning April 1, 2023:

- 🌱 Home Health Care providers will submit EVV information
- 🌱 The EVV program will operate as "Pay and Report"
- 🌱 Claims will not pend based on failed validation. If a claim fails validation, a report will be generated noting the validation issue and the provider will be allowed to receive payment.

A hard launch will begin July 1, 2023. On this date:

- 🌱 All Home Health Care providers are expected to be fully compliant with EVV requirements

- 🌱 EVV data must be validated prior to claims adjudication
- 🌱 Claims without the required EVV criteria will deny

REVENUE CODES AND SERVICES FOR CLAIMS SUBJECT TO EVV:

REVENUE CODE	SERVICE
THERAPIES	
420	Physical therapy
424	Physical therapy evaluation
430	Occupational therapy
434	Occupational therapy evaluation
440	Speech-language pathology services
444	Speech-language pathology services evaluation
SKILLED NURSING VISITS	
550	Skilled nursing: Initial assessment/re-assessment (Initial assessment of a new patient or 60-calendar-day re-assessment)
551	Skilled nursing: Treatment, teaching/training, observation/evaluation
559	Skilled nursing: For a dually eligible beneficiary when the visit does not meet Medicare criteria (for example, the beneficiary is not homebound)
580	Skilled nursing: venipuncture
581	Skilled nursing: Pre-filling insulin syringes/Medi-Planners
HOME HEALTH AIDE	
570	Home Health Aide

HOME HEALTH CARE SERVICES PROVIDER SELECTION OF ELECTRONIC VISIT VERIFICATION VENDOR

Home Health Care Service providers rendering Home Health Care Services (HHCS) subject to electronic visit verification (EVV) are required to utilize an EVV to capture HHCS visits.

This requirement includes providers who render HHCS under both NC Medicaid Managed Care and NC Medicaid Direct.

Each Medicaid payer type has a free EVV solution a provider can use. For providers rendering services to beneficiaries under:

- 🌱 **NC Medicaid Direct**, Sandata is the free solution.

🌱 **Standard Plans** (except for Healthy Blue) HHAeXchange is the free solution.

🌱 **Healthy Blue**, CareBridge is the free solution.

Home Health EVV soft launch is scheduled for April 1, 2023, for both Standard Plans and NC Medicaid Direct.

🌱 Providers rendering HHCS subject to EVV under NC Medicaid Direct must be registered with Sandata to use their free EVV solution or select an alternate EVV solution.

🌱 The selected alternate EVV solution vendor must be registered with Sandata and complete the required Sandata EVV training and testing.

NC Medicaid requested that all providers select an alternate EVV vendor by Nov. 1, 2022; however, there are providers who have yet to make a selection. **It is imperative that provider agencies delivering HHCS subject to EVV under NC Medicaid Direct and planning to use Sandata, the State's free EVV solution, register with Sandata immediately.**

NC Medicaid Direct

Those provider agencies delivering HHCS subject to EVV under NC Medicaid Direct that will not be using the State's EVV solution should contact their alternate EVV solution vendor **as soon as possible** to ensure the vendor is registered and has completed all required Sandata EVV training and testing no later than March 20, 2023.

🌱 Any provider agency planning to deliver HHCS subject to EVV under NC Medicaid Direct that has not registered with Sandata or that has not selected an alternate EVV solution by March 20, 2023, will be required to enroll with Sandata for the initial April 1, 2023, Home Health EVV soft launch.

🌱 After the April 1, 2023, launch, a change to an Alternate EVV solution can be made.

🌱 HHCS providers are to ensure there is no disruption in visit capture during the transition to an alternative EVV solution.

Standard Plans

Home Health Care Service providers rendering HHCS under a Standard Plan should contact either HHAeXchange or CareBridge as applicable to obtain information about registering to use their free EVV solution or for registration and testing information for their selected alternate EVV solution vendor. Contact information is below.

Sandata

🌱 Sandata Customer Support Team
NCCustomerCare@Sandata.com
 855-940-4915

🌱 Alternate EVV Support
NCAltEVV@Sandata.com
 844-289-4246

HHaEXchange

- CustomerSupport:
www.hhaexchange.com/contact
855-400-4429

CareBridge

- Customer Support
ncevv@carebridgehealth.com
855-782-5976
- Third-Party EVV Solutions Integrated with CareBridge
evvintegrationsupport@carebridgehealth.com
844-920-0989

NC Medicaid

- Medicaid.evv@dhhs.nc.gov

UPCOMING ASSISTIVE TECHNOLOGY POP UP EVENTS

Upcoming Assistive Technology (AT) Pop Up events (open to the public) on Accessible Recreation and Gaming.

- April 21 in Wilmington

- May 19 in Sanford

[Registration info HERE](#)

Check out the [NCATP Events page](#) for more info.

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](#)

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.