

**To:** All Providers

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

**Date:** May 5, 2023

**Subject:** Quest Analytics BetterDoctor Provider Outreach, Attention IDD Providers: National Core Indicators (NCI) Staff Stability Survey for 2022 Available, NC Youth and Family Voices Amplified and Upcoming Trainings, Annual Provider Training Needs Assessment, Current Behavioral Health Needs, State-funded Comprehensive Case Management (CCM) Request for Proposal (RFP), IRIS Alerts, State Funded Assertive Engagement Service Definition (JCB 453), Person Centered Thinking 12 Hour Training, Clarification of Individual Placement and Support Services Billing in Conjunction with Division of Vocational Rehabilitation Services Milestones (JCB #455), Out of State Providers- Submission Address for Paper Claims, Free Crisis Intervention Training Opportunity for Children & Youth Providers!, Parents as Collaborative Leaders (PACL) Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

## **QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH**

Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, Quest Analytics conducts 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](mailto:TrillumProviderDirectory@TrilliumNC.org) or call 1-855-250-1539.


## ATTENTION IDD PROVIDERS: NATIONAL CORE INDICATORS (NCI) STAFF STABILITY SURVEY FOR 2022 AVAILABLE


We are encouraging you to complete the National Core Indicators™ (NCI) Staff Stability Survey for IDD Providers (who serve Medicaid beneficiaries). It is vitally important that we hear from you about issues affecting the IDD DSP workforce.


Your agency should have already received an email with the survey; the email subject is "NC NCI Staff Stability Survey 2022." **Surveys are due in June.** If you are an I/DD provider and you have not received the survey link, or if you have any questions, please contact [NCISurvey@dhhs.nc.gov](mailto:NCISurvey@dhhs.nc.gov).


## YOUTH AND FAMILY VOICES AMPLIFIED UPCOMING TRAININGS


Below are upcoming training opportunities and events with the registration links.

 [Youth Forum](#)  
May 19, 2023  
[Register](#)

 [Child & Family Teams \(Revised CFT 01\)](#)  
May 30-31, 2023  
[Register](#)

 [Trauma-Informed Care](#)  
June 6, 2023  
[Register](#)

 [Youth Support Partner 101](#)  
June 14-16, 2023  
[Register](#)

 [Wellness Recovery Action Plan \(WRAP\)](#)  
June 22, 2023  
[Register](#)

For questions or concerns about any of the listed training opportunities, please contact our Family Training Coordinator, Frederick Douglas at [fmdougla@uncg.edu](mailto:fmdougla@uncg.edu) or our Youth Training Coordinator, Kyle Reece at [kjreece@uncg.edu](mailto:kjreece@uncg.edu).

## ANNUAL PROVIDER TRAINING NEEDS ASSESSMENT

Trillium Health Resources requests your participation in the annual Provider Training Needs Assessment. Your participation in this survey is completely voluntary but very useful in the development of topics for provider trainings. . All of your responses will be kept confidential. Responses will only be used for statistical purposes and to determine your training needs. Please take about five minutes to complete this survey so that Trillium's Training Department can provide trainings that your agency needs.

If you have any questions, please contact Jackie Tadeo, Training Director ([Jackie.tadeo@trilliumnc.org](mailto:Jackie.tadeo@trilliumnc.org)). You can access the survey by clicking the following link: [Provider Training Needs Assessment](#)

This survey will be available May 1 – May 31, 2023

## **CURRENT BEHAVIORAL HEALTH SERVICE NEEDS**

Below is a list of needed services, supports or vendors in our region. Trillium is accepting applications from mission-driven organizations interested in providing the following services:

- 🌱 Ambulatory Detox: all counties
- 🌱 Child and Adolescent Facility Based Crisis Center: all counties
- 🌱 Substance Abuse Medically Monitored Community Residential Treatment Program: all counties
- 🌱 Assertive Community Treatment: Camden County
- 🌱 Opioid Treatment Program: Beaufort, Bertie, Carteret, Dare, or Washington Counties
- 🌱 Office Based Opioid Treatment Providers: all counties
- 🌱 Partial Hospitalization Programs (Adult): Carteret, Currituck, Dare, Hyde, Onslow
- 🌱 Partial Hospitalization Programs (Child): Carteret, Currituck, Dare, Hyde, Onslow
- 🌱 Psychosocial Rehabilitation: Carteret, Currituck, Dare, Onslow
- 🌱 Psychological Services, Psychologist or Licensed Psychological Associates: all counties
- 🌱 Substance Abuse Comprehensive Outpatient Services: Carteret, Dare, Onslow, Pamlico

Interested Providers should submit an [application](#) by June 30, 2023:

## **STATE-FUNDED COMPREHENSIVE CASE MANAGEMENT (CCM) REQUEST FOR PROPOSAL (RFP)**

🌱 [Trillium RFP State Funded Comprehensive Case Management Service](#)

The goal of the RFP is to recruit a provider for State-Funded Comprehensive Case Management Services (CCM) that could serve the entire catchment area. The State-Funded Comprehensive Case Management Service (CCM) will specifically target the adult population with either a mental health (MH), substance use (SU), or co-occurring

MH/SU/IDD/TBI diagnosis that access behavioral health services for psychiatric care or substance use disorder services and fulfill the requirements of 10A NCAC 27G. Trillium will provide non UCR funding. There are no startup funds available.

ACTIONS	DATES
Questions & Answer (Q&A) submission deadline Please use our <a href="#">Question Submissions Form</a> to submit questions	May 15, 2023
Questions & Answer (Q&A) posted on this page	May 30, 2023
<b>RFP Proposed Submission Deadline</b>	<b>June 15, 2023</b>
<b>RFP Award Notification</b>	<b>July 1, 2023</b>

**ALL DATES ARE TENTATIVE AND SUBJECT TO CHANGE**

## IRIS ALERTS

The Live IRIS site is now located at <https://iris.ncdhhs.gov>. In addition, the IRIS Training site can be accessed at <https://iristraining.ncdhhs.gov>.

## IRIS REPORTING TIMELINES

- 🌱 **Level 2 incidents**=An IRIS report must be submitted within 72 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.
- 🌱 Please ensure member's LME-MCO record number, Medicaid ID and/or CNDS ID is completed on the Consumer's Treatment tab.
- 🌱 On the Provider Information tab, please ensure the Provider Agency name is entered in full and how it appears on the contract/license etc.
- 🌱 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

- 🌱 On the Provider Information tab, please ensure the correct plan/service that the member is enrolled in is selected. This will ensure the IRIS report is directed to the proper Health Plan or LME-MCO for review.
- 🌱 When selecting the "Host" LME-MCO and the "Home" LME-MCO on the Provider Information tab in IRIS, please remember that the "Host" LME-MCO is the county where services are being provided and the "Home" LME-MCO is the county of residence the member's insurance is linked to.
- 🌱 For Allegations of Abuse/Neglect/Exploitation against Staff, please ensure that both of the questions listed on the Incident Information tab, **"Does this incident include an allegation against Staff and/or Facility?"** and **"Will this allegation require a submission of a Consumer Incident Report?"** are both checked YES. Then complete the abuse tab and the all **three** tabs under the HCPR tab.
- 🌱 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.).
- 🌱 To access the Incident Response and Reporting Manual, please visit [Incident Manual Report](#)

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@TrilliumNCnc.org](mailto:Julie.Mccall@TrilliumNCnc.org))

## **STATE-FUNDED ASSERTIVE ENGAGEMENT SERVICE DEFINITION (JCB #453)**

This bulletin provides information about the formal standardization of the State-funded Assertive Engagement service definition. This definition will replace all existing Alternative Service Definitions for [State-funded Assertive Engagement](#), effective April 1, 2023. State-funded Assertive Engagement is a Core State-funded Tailored Plan service.

Assertive Engagement is a short-term outreach service to adults and/or children with Serious Mental Illness (SMI), Serious Emotional Disturbance (SED), and/or Substance Use Disorder (SUD), who have significant functional impairments, and who have not engaged effectively with treatment services.

If you have any questions, please contact Margaret Herring at 984-236-5057 or [Margaret.herring@dhhs.nc.gov](mailto:Margaret.herring@dhhs.nc.gov).

## **PERSON-CENTERED THINKING: A 12 HOUR TRAINING**

### **THE NATIONAL LEARNING COMMUNITY CURRICULUM**

Wednesday, May 24 and  
Thursday, May 25, 2023  
9:00 am until 4:00 pm Both Days

**benchmarks**  
An Alliance of Agencies Helping  
Children, Adults & Families

#### **NEW Training Location:**

Elliott University Center, 507 Stirling Street, Greensboro, Kirkland



Service definitions continue to require providers to participate in 12-hour training programs on Person-Centered Thinking. The 12-hour training approved by the National Learning Community for Person Centered Practice must be provided by an approved trainer. This training meets those requirements and much more.

[Details and Registration](#)

## **CLARIFICATION OF INDIVIDUAL PLACEMENT AND SUPPORT SERVICES BILLING IN CONJUNCTION WITH DIVISION OF VOCATIONAL REHABILITATION SERVICES MILESTONES**

To help beneficiaries with disabilities maximize opportunities for employment, including career advancement, the North Carolina Division of Vocational Rehabilitation Services (DVRS) offers vocational rehabilitation services that include:

- 🌱 Job search and placement assistance;
- 🌱 Job retention services and vocational recovery; and
- 🌱 Follow along support.

To ensure the provision of vocational rehabilitation services, the Rehabilitation Act of 1973 requires DVRS and NC Medicaid to have an interagency agreement. As a result, LME/MCO contracted Individual Placement and Support (IPS) providers must refer beneficiaries to DVRS for eligibility determination of employment services when initiating services.

If the beneficiary is determined eligible for vocational rehabilitation services, the IPS provider and DVRS will collaborate with the beneficiary on employment services. IPS providers will bill DVRS for milestone payments for services provided by the Employment Support Professional (ESP).

A Medicaid or state funded beneficiary may receive peer services and benefits counseling during the vocational rehabilitation milestones. IPS providers should bill H2023U4 for Medicaid and YP630 for State-Funds for services provided by the Employment Peer Mentor (EPM) and the Benefits Counselor (BC).

LME/MCOs are responsible for ensuring that billing during vocational rehabilitation milestones reflect only services provided by the EPM and BC.

For questions about Medicaid (b)(3) IPS, please contact Stephanie Wilson at 919-527-6604 or [stephanie.wilson@dhhs.nc.gov](mailto:stephanie.wilson@dhhs.nc.gov). For questions regarding State-Funded IPS, please contact Nicole Ness at 984-236-5058 or [nicole.ness@dhhs.nc.gov](mailto:nicole.ness@dhhs.nc.gov).

## 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](#) and [register](#).

**TRAUMA-INFORMED BEHAVIORAL INTERVENTIONS FOR PROVIDERS: VERBAL INTERVENTION**

WEDNESDAY - MAY 17  
FRIDAY - MAY 19  
TUESDAY - MAY 23  
FRIDAY - MAY 26

THURSDAY - JUNE 1  
TUESDAY - JUNE 6  
TUESDAY - JUNE 13  
THURSDAY - JUNE 15  
WEDNESDAY - JUNE 21

**UNC GREENSBORO**  
Center for Youth, Family and Community Partnerships

**TIME**  
9:00 AM TO 1:00 PM

**LOCATION**  
VIRTUAL

**LEARN MORE AND REGISTER:**  
[GO.UNCG.EDU/CRISISTRAINING](https://go.uncg.edu/crisistraining)

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](mailto: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 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 7 & 8**

## DISASTER PLANNING

Hurricane Season begins June 1<sup>st</sup> and FEMA provides information you need to get informed, make a plan and build a kit based on your needs. To learn more visit [FEMA's Ready.gov](#) website. Their resource page provides the information you need to learn for your own personal preparedness.



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 [Community Crisis and Disaster Response](#). 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.

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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.