



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #321

To: All Providers

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VP of Network Management

Date: September 29, 2023

Subject: Support Intensity Scale Advanced Questions, 1915(i) Clinical Coverage Policy Update, National Disability Employment Awareness: Provider Training (IPS 101) & Member Training (Employment Workshop), Fetal Alcohol Spectrum Disorder Training Series Part 2, Tailored Care Management Learning Collaborative: Your Feedback Requested, Time Limit Override Updates Coming to NCTRACKS, Quest Analytics BetterDoctor Provider Outreach, Important Claims Information, Hispanic Summit, Valued Providers Seal Program, Victory Junction Events in the Fall, Long Term Services and Supports, Stakeholder Notice of Proposed SUD Waiver Extension & Comment Period, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

SUPPORT INTENSITY SCALE ADVANCED QUESTIONS

The Centers for Medicaid and Medicaid Services (CMS) requires Individuals who participate in a Medicaid waiver to have a valid, comprehensive assessment. NC Medicaid uses the Supports Intensity Scale-Adult Version® (SIS-A®) to fulfill this requirement for individuals 16 and older. The SIS-A® was created to measure the supports a person needs to be successful in their life. Since 2016, each person receiving Innovation Waiver services has participated in a Supports Intensity Scale Assessment. In February 2022, the American Association on Intellectual and Developmental Disabilities (AAIDD) announced that SIS-A® was renormed, to include modern language and to gather additional information.

Since 2016, Sessions Law 2011-254 required each person on the Innovations Waiver to receive a support budget. NC Medicaid has contracted with the Human Services Research Institute to evaluate the support budget model to decide whether any changes will be needed to better support individual's on the Innovations Waiver as we move into the next version of SIS-A® 2nd edition.

Beginning October 1, 2023, as part of SIS assessments, SIS interviewers will start asking SIS Advance questions. The advance questions reflect the addition to SIS-A® 2nd Edition. The answers to these questions will not print on the SIS Family Friendly Report or affect the individual's level and tier. The sole purpose of asking these questions is data collection. The information collected will help inform decisions as we move forward. NC Medicaid plans to transition to SIS-A® 2nd Edition in Fall of 2024.

If you have additional questions or concerns, please contact:

IDDListeningSessions@dhhs.nc.gov

1915(i) CLINICAL COVERAGE POLICY UPDATE

The 1915(i) CCPs for Community Transition (8H-6) and Individual and Transitional Support (8H-3), have been released and posted on the DHHS website. Below is a copy of those policies.

 [8H-3, 1915\(i\) Individual and Transitional Support \(ITS\)](#)

 [8H-6, 1915\(i\) Community Transition](#)

NATIONAL DISABILITY EMPLOYMENT AWARENESS: PROVIDER TRAINING (IPS 101) & MEMBER TRAINING (EMPLOYMENT WORKSHOP)

National Disability Employment Awareness Month is observed every October. This awareness month celebrates the contributions of America's workers with disabilities past and present. And showcases supportive, inclusive employment policies and practices that benefit employers and employees.

[Employment Workshop](#)

[Individual Placement Support 101](#)

FETAL ALCOHOL SPECTRUM DISORDER TRAINING SERIES PART 2

A BRAIN-BASED APPROACH TO FETAL ALCOHOL SPECTRUM DISORDERS

In this presentation, participants will be introduced to the neurobehavioral, or brain-based, approach to supporting individuals with Fetal Alcohol Spectrum Disorders. This brain-based model recognizes FASD as a physical disability with behavioral symptoms that is caused by prenatal exposure to alcohol.

Through discussion and images, participants will learn about the parts of the brain that are most impacted by prenatal alcohol exposure, the function of each structure, and how changes in these areas can impact behavior and learning.

As we explore the connection between the brain and behavior, participants will be introduced to a brain-based planning tool that can be used in identifying appropriate supports and creating effective and meaningful care plans for clients. Together we will apply this template to several examples across the service areas of mental health, substance use, and intellectual and developmental disabilities. Participants will leave this training with practical knowledge that can be applied to direct supports and program design.

[See all details and register](#)

TAILORED CARE MANAGEMENT LEARNING **COLLABORATIVE: YOUR FEEDBACK REQUESTED**

ATTENTION TAILORED CARE MANAGEMENT PROVIDERS:

The October 4th Tailored Care Management (TCM) Learning Collaborative will feature a very important special topic: **TCM Roles and Responsibilities: Strategies for Recruitment and Staff Retention.**

This Learning Collaborative will be an opportunity for providers to share your experience and suggestions for recruitment strategies and staff retention with your peers for everyone's benefit.

Your participation is highly encouraged and valued, and your feedback will be shared with NC DHHS DHB.

Please take a minute now to fill-out this [brief, simple, poll](#) so we can best customize this Learning Collaborative to your needs and priorities.

TIME LIMIT OVERRIDE UPDATES COMING TO NCTRACKS

TIME LIMIT OVERRIDE UPDATES

Beginning Oct. 8, 2023, NCTracks will be providing state approved time limit override for claims processing information on the X12 271 Eligibility Response and the Provider Eligibility Response on the provider portal, when applicable.

Up to three of the most recent active time limit override information spans will be returned. If there are more than three time limit override information spans, providers will be instructed to contact the NC Medicaid Contact Center at 888-245-0179 to receive additional information. If the Recipient does not have any active time limit override information spans, no information will be returned.

RECIPIENT ELIGIBILITY DATES MAY NOT BE CONSECUTIVE

The recipient's eligibility dates may not be consecutive if the approved time limit override has a range of dates that is more than two dates of service. Providers will not be able to check the recipient's eligibility via the provider portal or X12 270/271 Eligibility Request/Response if the date of service is greater than 365 days. Please verify the recipient's eligibility during that period with the NC Medicaid Contact Center at 888-245-0179.

Example: Time limit override was approved for dates of service 01/01/2022 – 06/30/2022 and the time limit override file by date is 11/30/2023. The Recipient may only have eligibility on 01/05/2022, 01/08/2022, 01/15/2022, etc.

X12 271 eligibility response

The time limit override will be reported on the first eligibility span only in the 2110C MSG segment of the X12 271 eligibility response. The information will be identified by "TLO" in the first three bytes of the segment, followed by up to three time limit override information spans. The information will include the dates of service, identified by "DOS" and the "from and to" dates of service, separated by a dash ("-"), and the "file by" date. Each span will be separated by a comma. If there are more than three time limit override information spans, the segment will include a message to contact the NC Medicaid Contact Center.

EXAMPLES OF THE X12 271 ELIGIBILITY RESPONSE 2110C MSG SEGMENT

🌱 More than three time limit override information spans

MSG*TLO DOS 04/28/2022-04/28/2022 FILE BY 11/30/2023, DOS 04/25/2022-04/26/2022 FILE BY 11/30/2023, DOS 03/01/2022-03/01/2022 FILE BY 11/30/2023, Contact the NC Medicaid Contact Center at 888-245-0179 For ADDL TLO~

🌱 Only three time limit override information spans

MSG*TLO DOS 04/28/2022-04/28/2022 FILE BY 11/30/2023, DOS 04/25/2022-04/26/2022 FILE BY 11/30/2023, DOS 03/01/2022-03/01/2022 FILE BY 11/30/2023~

 **Less than three time limit override information spans**

MSG*TLO DOS 04/28/2022-04/28/2022 FILE BY 11/30/2023,DOS 04/25/2022-04/26/2022 FILE BY 11/30/2023~

An updated version of the X12 270/271 Companion Guide can be found on the NCTracks public provider portal [Trading Partner Information webpage](#).

RECIPIENT ELIGIBILITY RESPONSE ON THE PROVIDER PORTAL

A new section, called "Time Limit Override," will be added to the bottom of the Provider Eligibility Response page on the Provider Portal. Up to three time limit override spans will be returned, and the information returned will include the "From Dates of Service," "To Dates of Service," and "Date By Which Claims Must Be Filed." If there are more than three time limit override information spans, the segment will include a message to contact the NC Medicaid Contact Center.

 [NCTracks Home](#)

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 TrilliumProviderDirectory@TrilliumNC.org or call 1-855-250-1539.

IMPORTANT CLAIMS INFORMATION

Trillium has identified a number of claims in which an individual NPI is not being entered in the attending provider field as is required per X12 HIPAA guidelines on institutional claim forms.

As of November 1, 2023, per the DHHS guidelines the attending NPI cannot be the billing NPI on UB04 and 837 institutional claims. Please note that the attending provider does not need to be employed by the facility but is the individual who has responsibility for the medical care/treatment of this beneficiary.

Providers will have until November 1, 2023 to come into compliance with this requirement before denying billing. Starting November 1, 2023, if the billing NPI is the same as the attending NPI the claim may deny.

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

HISPANIC SUMMIT

Trillium will host public information events regularly around our region. We will share how YOU can take steps to improve your health!

Come hear about the health care conditions impacting our Hispanic communities.

Herencia Hispana/LatinX: Vamos a Hablar

Hispanic/LatinX Heritage: Let's Talk!

WHEN: October 25

TIME: 9am-2pm

[See details and registration](#)

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!

VICTORY JUNCTION EVENTS IN THE FALL

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 2023 Interest Form](#) OR [check the Flier](#) for more information.

FALL DATES

🌲 October 27 - 29, 2023 | Application Deadline: October 18, 2023

COVID-19 Statement: *Victory Junction highly recommends 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 Fall Family Weekends, but ultimately the COVID-19 vaccination is optional. Self-pre-testing & reporting will be required for all (within 48 hours of check-in). Masks are optional for all participants during these programs.*

LONG TERM SERVICES AND SUPPORTS

Trillium is currently recruiting for Long-Term Services and Supports Member Advisory Committee members that will (LTSS MAC) provides stakeholder input and advice regarding the LTSS covered services under Trillium's Health Resources- Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan that meets all the provisions noted in 42 C.F.R. § 438.110.

Your opinion counts, we would like to become a member and solicit your feedback on the elements of LTSS. The LTSS MAC meets at least quarterly.

The LTSS MAC reviews and provides feedback on relevant Trillium's quality reports. The committee's input will serve as an early warning system for emerging issues related to member experience and quality of care. Specific concerns shared by the LTSS MAC will be referred to Trillium's Quality Management department, which will help coordinate resolutions, refer for investigations as needed, and report to Trillium's Quality Improvement Committee

If you are interested in serving on this committee, please complete [on-line form](#).

OPEN ENROLLMENT: RESIDENTIAL THERAPEUTIC CARE FOR TRANSGENDER/GENDER DIVERSE YOUTH

Trillium is accepting applications from Level III and Therapeutic Foster Care providers to develop residential services specifically for Transgender and/or Gender-Diverse (TGD) youth. Interested providers must submit an application to apply for consideration.

[Submit Questions](#)

[Application](#)

DISASTER PLANNING



Refer to the ReadyNC.gov website for disaster resources and information you need to plan, prepare and stay informed. Basic supplies, unique needs, first aid and pets are all considerations when building your kit. To learn more visit the ReadyNC.gov website [here](#).

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.