

**To:** All Providers

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

**Date:** December 1, 2023

**Subject:** Provider and Member Flexibilities for NC Medicaid Expansion Launch, Important Information Regarding the 2023-2024 National Core Indicators Survey, Save the Date: Reentry Simulation, Side by Side with DMH/DD/SUS Monthly Webinars, Fetal Alcohol Spectrum Disorder Training Series, NC Medicaid to Extend Appendix K Temporary Flexibilities until February 29, 2024, Tailored Plan and Medicaid Direct Trainings, New Claims Request/Inquiry Process, Provider RFA Opportunity: Partnerships in Overdose Prevention and Harm Reduction, Invite to HOP Care Manager Trainings, Quest Analytics BetterDoctor Provider Outreach, Valued Providers Seal Program, Long Term Services and Supports, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Need to Report Fraud, Waste, and Abuse?

## **PROVIDER AND MEMBER FLEXIBILITIES FOR NC MEDICAID EXPANSION LAUNCH**

 [Provider and Member Flexibilities NC Medicaid Expansion Launch](#)

Several flexibilities will be available on Dec. 1, 2023, to ease provider burden and ensure Medicaid expansion beneficiaries receive needed care.

NC Medicaid is committed to ensuring our providers and beneficiaries are supported at the launch of Medicaid expansion on Dec. 1, 2023. A key priority at transition is to ensure Medicaid expansion beneficiaries receive the care they need with no interruption.

The Department has policy flexibilities for expansion members and providers treating those expansion members to ensure beneficiaries receive the care they need, while easing provider administrative burden. **Unless otherwise noted, the below flexibilities apply to only expansion members.**

- 🌱 Providers can identify expansion members by checking the member's eligibility in the NCTracks Recipient Eligibility Verification feature in the Category of Eligibility section.
- 🌱 Expansion members, for whom these flexibilities apply, will have eligibility categories **MXPNN** or **MXPGN** listed.

The [Provider Factsheet on Medicaid Expansion](#) has more information for providers related to Medicaid expansion. Please see the below flexibilities for expansion beneficiaries and providers for the launch of Medicaid expansion.

- 1. Medical Prior Authorizations (PA):** For medical PAs, between Dec. 1, 2023 and May 31, 2024, health plans will honor existing NC Medicaid medical PAs. Medical PAs are any PA for physical and behavioral health services. This flexibility applies to both in-network and out-of-network providers who are active enrolled NC Medicaid providers.
- 2. Pharmacy PAs:** For pharmacy PAs, between Dec. 1, 2023, and May 31, 2024, Standard Plans and NC Medicaid Direct will honor existing pharmacy PAs (from NC Medicaid, as well as other health plans). Previous PAs available as of Dec. 1, 2023, will be honored through May 31, 2024, or for the life of the PA, whichever is longer. Plans may consider previous PAs and current drug therapy when making coverage determinations through May 31, 2024. This flexibility applies to both in-network and out-of-network providers who are active enrolled NC Medicaid providers.
- 3. Expedited PA Requests/Reviews for Expansion Beneficiaries:** Health plans are required to implement strategies to minimize disruption of benefits at launch of expansion, specifically related to PAs. Health plans are required to implement processes to allow providers to submit expedited PAs for expansion beneficiaries so that services are not disrupted at transition. This flexibility applies to both in-network and out-of-network providers who are active enrolled NC Medicaid providers.
- 4. Out of Network Provider Rates:** In addition to out of network requirements found in the Department's Transition of Care policy, between Dec. 1, 2023, and May 31, 2024, health plans must reimburse Medicaid-eligible nonparticipating/out of network providers equal to those of in network providers. This means that medically necessary services will be reimbursed at 100% of the NC Medicaid fee-for-service rate for both in- and out- of network providers.

Starting on June 1, 2024, out-of-network providers with whom the health plans have made a good faith effort to contract with, will be reimbursed at no more than 90% of the Medicaid fee-for-service rate. Note: Out of network providers must be enrolled in NC Medicaid to be reimbursed by the health plans.

**5. Out of Network Providers Follow In-Network PA Rules:** Between June 1, 2024, and Aug. 31, 2024, health plans will permit uncontracted, out-of-network providers enrolled in NC Medicaid to follow in-network provider PA rules. Starting on Sept. 1, 2024, out-of-network providers must seek authorization for all services.

**6. Primary Care Provider (PCP) Changes for All Beneficiaries:** Between Dec. 1, 2023, and Aug. 31, 2024, all beneficiaries may change their PCP for any reason. NC Medicaid remains committed to working with provider and health plan partners to verify services are paid for without undue burden to beneficiaries and providers during the launch of Medicaid expansion. Providers who experience issues during this transition period should reach out to the contacts below.

🌱 For managed care issues: Contact the health plans leveraging the information on the [Health Plan Contacts and Resources page](#).

🌱 For other provider issues: Medicaid Provider Ombudsman at [Medicaid.ProviderOmbudsman@dhhs.nc.gov](mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov) or 866-304-7062.

## IMPORTANT INFORMATION REGARDING THE 2023-2024 NATIONAL CORE INDICATORS SURVEY

Every year Trillium Health Resources and other LME/MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with an annual survey of members who receive Intellectual and Developmental Disabilities services. This survey uses standard measures (core indicators) to assess the outcomes of services provided. Areas of concern addressed by the indicators include employment, member rights, service planning, community inclusion, choice, and health and safety.

The survey results are used to inform policy decisions designed to improve the system.

*Your assistance and participation is crucial to the success of this  
project*

If you provide I/DD services to members 18 years and older, you may be contacted to assist with obtaining consents and additional background information needed to

administer the survey. Survey administration will be completed by a third party contracted with the State (Carolina Institute for Developmental Disabilities, CIDD).

Providers may be contacted to assist with gathering information as early as December 2023. Trillium will provide additional information, including members chosen to participate in the survey, via email. The survey sample and a minimum number of surveys are provided by the State. In order to meet these state requirements, providers may be asked to provide support with contacting members to receive consent for survey participation. Additional information may be requested for those members who choose to participate in the survey.

Requirements for Member Participation in the Survey:

- 🌱 Must have an intellectual or developmental disability diagnosis
- 🌱 Must receive a Medicaid Funded service from an agency providing I/DD services
- 🌱 Must be at least 18 years old

If you are a provider of services for members that meet requirements of participation for the survey, please email [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) with the email address for the best contacts to coordinate this survey for your agency. If you have any questions, please feel free to contact us at [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) or 1-866-998-2597 and ask for Jennifer Kelly.

Thank you for your participation in this important survey! We look forward to working together with you to gather important information that will reflect our joint efforts to help members in our area.

## **SAVE THE DATE: REENTRY SIMULATION**

Save the date of January 30, 2024 on your calendars for a Reentry Simulation to be held in Elizabeth City, NC from 8:30a.m. – 12:30 p.m.

**Registration opens December 4, 2023!**

## **SIDE BY SIDE WITH DMH/DD/SUS MONTHLY WEBINARS**

Join each month to learn about policies and programs that affect the MH/IDD/SU/TBI community. The goal of this webinar is to bring everyone together in one (virtual) place. This group includes consumers, families, advisory groups, LME/MCOs, community members, and partner organizations.

Side by side, working together to better understand and improve our system. Listen closely to one another and share ideas for public policy that will improve lives in NC.

You can now register for all of the webinars at one time!

After registering, you will receive a meeting invitation that will allow you to add each meeting to your calendar with the join link.

The calendar invite will also include the join link.

[Register here](#)

Closed-Captioning & American Sign Language (ASL) Interpreters will be provided at each month's webinar.

## **FETAL ALCOHOL SPECTRUM DISORDER TRAINING SERIES**

Third Training: Bending the Trajectory: Developmental Trajectories of Children with Fetal Alcohol Spectrum Disorder – This webinar will address the following important concepts in working with children and adolescents at risk for prenatal alcohol exposure.

[Register Here](#)

## **NC MEDICAID TO EXTEND APPENDIX K TEMPORARY FLEXIBILITIES UNTIL FEB. 29, 2024**

[🌱 NC Medicaid Extend Appendix-K Temporary Flexibilities Until February 29, 2024](#)

Flexibilities extended while the Centers for Medicare & Medicaid Services reviews the Innovations and Traumatic Brain Injury Waiver amendments.

To avoid a disruption in care and support consumers and their families, NC Medicaid is extending Appendix K temporary flexibilities until Feb. 29, 2024, while the Centers for Medicare & Medicaid Services (CMS) reviews the Innovations and Traumatic Brain Injury Waiver amendments.

For more information, please see [Update: TBI Waiver 1915 \(c\) and Appendix K Flexibilities](#) or [Update: Innovations 1915\(c\) and Appendix K Flexibilities](#).

## TAILORED PLAN AND MEDICAID DIRECT TRAININGS

As asked through the 2023 Provider Training Needs Assessment Survey, Health Disparities Training is now accessible in the Provider My Learning Campus. Also available now, Navigating ePASS: Guide to Providing Application Assistance. Login to the Provider Learning Campus today!

### TAILORED PLAN and MEDICAID DIRECT TRAININGS

1. HIPAA Privacy and Security Rules
2. Prevention and Population Health Management for Behavioral Health and I/DD Professionals
3. Early Periodic Screening, Diagnostic and Treatment (EPSDT) for Providers
4. Disaster Planning: Preparing for, Responding to, and Recovering from a Crisis or Emergency Event for Providers
5. Fraud, Waste, and Abuse for Providers
6. Supports and Service Enhancements - For Providers
7. Provider Rights and Responsibilities For Providers
8. Culturally and Linguistically Competent Care for Providers
9. Infection Prevention and Control - Providers
10. TP/MDPIHP Provider Manual
11. Unmet Health Related Resource Needs for Providers
12. Provider Communications Marketing Responsibilities
13. Due Process
14. NEMT/NEAT for Providers
15. Tailored Plan Medicaid and State-Funded Claim Submission
16. Trillium Health Equity Strategy
17. The Engagement Strategy with the Eastern Band of Cherokee Indians
18. Introducing Trillium Staff and Providers to the Federally Recognized Eastern Band of Cherokee Indians and Their Culture
19. Introducing Trillium to the Waccamaw-Siouan Tribe, Meherrin Indian Tribe, Haliwa-Saponi Indian Tribe - North Carolina State-Recognized Tribes-"Tribal Cultural Awareness for Staff and Professionals"
20. Opportunities and Requirements of Working with Indian Health Care Providers

### TAILORED PLAN ONLY TRAININGS

1. State-Funded Services: Administrative and Billing Guide
2. State-Funded Services: Clinical Guidelines

### MEDICAID DIRECT ONLY TRAININGS

1. NC Medicaid Managed Care vs NC Medicaid Direct: What's the Difference?
2. Tailored Care Management For Youth In Foster Care, Receiving Adoption Assistance, or Former Foster Youth - Care Management

### MEDICAID EXPANSION, MEDICAID DIRECT, TAILORED PLAN TRAININGS

1. Managed Care/Tailored Plan 101 for Providers

### OTHER TRAININGS

1. Submitting a Claim
2. Health Disparities
3. Navigating ePASS: Guide to Providing Application Assistance

## NEW CLAIMS REQUEST/INQUIRY PROCESS

Trillium has improved its process to submit Claim Request Forms (CRFs) and Claim Inquires.

CRFs and Inquiries will now be submitted using two separate forms. You can find links for both forms and the instructions for completion at [TrilliumHealthResources.org](https://TrilliumHealthResources.org) under For Providers -> Documents and Forms -> Claims/Finance Information & Forms. The links are added below for your convenience. Providers are encouraged to review the instructions posted on the Trillium website.


 [Claims Request Form link](#)

 [Inquiry Form link](#)

## INVITE TO HOP CARE MANAGER TRAININGS

In preparation for Healthy Opportunities Pilot (HOP) launch for the Medicaid Direct Tailored Care Management-eligible population on February 1, 2024, the Department launched a training series for frontline LME/MCO /AMH+/CMA care management staff (supervising care managers, care managers, care manager extenders) in October 2023 to help ensure they are trained on their HOP roles and responsibilities.


### Trainings will include:

-  **12 Self-Paced Online Modules** – Virtual trainings that LME/MCO /AMH+/CMA care managers will access following live training sessions via AHEC modules.

These trainings will provide a deep dive into HOP services and how care managers can choose appropriate services for members.

**Note:** Care managers are required to complete trainings before the launch of HOP. Some LME/MCO care managers may have previously completed a portion of the trainings in early 2023; they are encouraged but not required to redo trainings already completed.

The training information is below for available sessions.

HOP Training Topic	
<b>Self-paced sessions accessed online through AHEC</b>	
 <b>12 trainings included in the Healthy Opportunities Pilot AHEC Training Bundle</b>	Ongoing following the conclusion of the above trainings

We ask that you send a list of care management staff and their email address to Sophie Sherman ([ssherman@manatt.com](mailto:ssherman@manatt.com)) and Michaiah Parker ([mparker@manatt.com](mailto:mparker@manatt.com)), so that they can be added to the training invites.



## 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](mailto:TrilliumProviderDirectory@TrilliumNC.org) or call 1-855-250-1539.



## 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](mailto:SealProgram@TrilliumNC.org) for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

## 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](#)

## **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.