



Network Communication Bulletin #368

To: All Providers

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VP of Network Management

Date: September 12, 2024

Subject: Provider Relations Resource for Behavioral Health Providers, Direct Support Professional Recognition Week, DSP Recruitment and Retention Provider Grant Initiative, Trauma Intensive Comprehensive Clinical Assessment Certified Practitioners-Open Enrollment, Home and Community Based Services (HCBS) CAHPS Survey, September's Roadmap 2 Ready, Trillium is a Closed Network for BH/SUD/IDD, Requesting Naloxone: Process Change Effective September 30, 2024, Electronic Visit Verification Provider Information and Helpful Links, Day Supports Service Providers Reminder, Incident Reporting Training for Providers, Survey Interview Opportunity to Improve Employment Services, September Suicide Prevention and Awareness Summit, State-funded Substance Abuse Intensive Outpatient and Comprehensive Outpatient Program Rates, Perceptions of Care Survey, Person-Centered Tools and Strategies to Maximize Choice and Promote Safety, Victory Junction Fall 2024, Upcoming Re-Entry Simulations, Tailored Plan Provider Informational Session, Need to Report Fraud, Waste, and Abuse?

NEW

PROVIDER RELATIONS RESOURCE FOR BEHAVIORAL HEALTH PROVIDERS

Trillium is offering another way for Behavioral Health providers to connect with their Provider Relations and Engagement Coordinators. We have been working to improve our level of service and are confident this new process will provide an excellent experience.

To locate your Coordinator, please [visit this link](#) to view the alphabetical listing of Behavioral Health providers.

DIRECT SUPPORT PROFESSIONAL RECOGNITION WEEK

This week marks Direct Support Professional (DSP) Recognition Week, a time dedicated to acknowledging and celebrating the invaluable contributions of DSPs to the individuals they serve. DSPs are the cornerstone of support for those with intellectual and developmental disabilities (IDD), playing a pivotal role in day-to-day lives and ensuring health, safety, and self-directed happiness.

DSPs work tirelessly to foster an environment of care, respect, and empowerment for persons with IDD. Whether assisting with daily activities, providing emotional support, or advocating for the rights and inclusion of those they care for, they make a profound impact on the lives of many.

DMHDDSUS encourages you to take this opportunity to express gratitude to all DSPs for their dedication and unwavering commitment by:

- 🌱 Sharing stories of outstanding DSPs and the positive change they've effected
- 🌱 Organizing small events or gatherings to honor their hard work
- 🌱 Offering gestures of appreciation like thank-you cards

DIRECT SUPPORT PROFESSIONAL RECRUITMENT AND RETENTION PROVIDER GRANT INITIATIVE

DMHDDSUS is announcing a new funding opportunity to strengthen the DSP workforce. This initiative is designed to provide financial support for DSPs to receive continuing education, training, and professional development to further enhance their ability to provide exceptional care. The application opens Sept. 9 at noon.

Due Date: Nov. 8, 2024, 12:00 p.m. | **Application:** [Apply here](#)

To assist with the application process, join DMHDDSUS for the DSP Recruitment and Retention Provider Grant Initiative webinar. This session will provide a technical assistance overview of the grant application, process timeline, and scoring criteria. There will also be an opportunity to ask questions.

Date/Time: Wednesday, Sept. 11, 2024, 1:00-2:00 p.m.

Join Link: [Register for webinar](#)

Closed-Captioning & American Sign Language (ASL) Interpreters will be provided.

TRAUMA INTENSIVE COMPREHENSIVE CLINICAL ASSESSMENT (TiCCA) CERTIFIED PRACTITIONERS - OPEN ENROLLMENT

Trillium has identified a need for TiCCA Clinicians certified through Benchmarks and is currently recruiting for TiCCA certified clinicians within the 46 counties in the Trillium Region.

[Submit Questions](#)

[Application Here](#)

HOME AND COMMUNITY BASED SERVICES (HCBS) CAHPS SURVEY

The Home and Community Based Services (HCBS) Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey gathers direct feedback from Medicaid beneficiaries receiving HCBS about their experiences and the quality of the services and supports they receive. To increase response rates and survey engagement for the 2024 survey administration, NC Medicaid is asking for the support of providers, health plans, care managers and community partners to share information about this survey with their relevant adult (18 years of age or older) Medicaid beneficiaries.

- 🌱 Be on the lookout for a letter from NCDHHS alerting them about a survey
- 🌱 Be aware if a member or guardian receives a letter, they will soon be contacted via phone (likely from Area Code 734)
- 🌱 Be ready to share feedback about the quality of home and community based services they receive to help find ways to improve services.

[Find More Information Here](#)


SEPTEMBER'S ROADMAP 2 READY

Part of being prepared is to have a plan for any kind of emergency. We will be providing best practices on preparedness to help your organization. Last month we gave you information on [Hazard Vulnerability Analysis](#). September is [National Preparedness Month](#).









A lot goes into preparedness including:

- 🌱 Have a conversation with your loved ones
- 🌱 [Knowing your hazards](#)
- 🌱 [Locate and safeguard your important documents](#)
- 🌱 [Sign up for emergency alerts](#)
- 🌱 [Review/ make an emergency plan](#)
- 🌱 [Have a plan for any power outages](#) that can impact medical devices, keep medications at appropriate temperatures etc.

Having these conversations with your family, neighbors, staff, members, consumers, partners etc. is a part of preparedness month. Share best practices, what didn't go well in the past, and learn from each other! Check out the [Preparedness blog post](#) for more resources.



12 WAYS TO PREPARE

<input type="checkbox"/>  Sign up for Alerts and Warnings	<input type="checkbox"/>  Make a Plan	<input type="checkbox"/>  Save for a Rainy Day	<input type="checkbox"/>  Practice Emergency Drills	<input type="checkbox"/>  Test Family Communication Plan	<input type="checkbox"/>  Safeguard Documents
<input type="checkbox"/>  Plan with Neighbors	<input type="checkbox"/>  Make Your Home Safer	<input type="checkbox"/>  Know Evacuation Routes	<input type="checkbox"/>  Assemble or Update Supplies	<input type="checkbox"/>  Get Involved in Your Community	<input type="checkbox"/>  Document and Insure Property

[Make a Plan](#)

Please [complete the Mental Health Providers in Shelters document](#) if you wish to notify us of your interest in joining our Shelter Response Team. You must complete all the required fields and submit this document to let us know of your interest.

For more insight on what this could look like please view this training that the NCDHHS put together. (Available [in Trilliums My Learning Campus](#)).

REMINDERS

TRILLIUM HEALTH RESOURCES'S TAILORED CARE MANAGEMENT PLATFORM

Trillium will not add any additional Care Management Agencies (CMA) or Advance Medical Home Plus (AMH+) to Trillium's Connections care management platform. New Tailored Care Management (TCM) providers will be required to secure utilization of a platform for documentation of service delivery that can also integrate data from standardized files.

The reason for this decision is that Trillium is not funded, nor is it financially sustainable to continue to support external Tailored Care Management entities in providing access to Trillium's Connections Tailored Care Management platform. Trillium is continuing to evaluate ongoing use by our existing providers. We plan to make a final decision on ongoing provider use of the Trillium Care Management platform no later than December 31, 2024. Providers using the Trillium platform are encouraged to consider other alternative business solutions.

TRILLIUM IS A CLOSED NETWORK FOR BH/SUD/IDD

As a reminder, Trillium operates a closed network for all behavioral health, substance use, and intellectual and developmental disabilities services. (*N.C. Gen. Stat. 108D-23*). At this time, Trillium is not accepting requests to add new providers to the Trillium behavioral health, substance use, and intellectual and developmental disabilities provider network outside of a published recruitment opportunity.

Trillium continually assesses the needs of Members and adjusts the network to ensure Members have access to needed services. Current service needs are posted on our [Current Service Needs](#) webpage.

Non-Contracted Providers can submit an Interest Submission Form to express future interest in contracting for behavioral health, substance use, and intellectual and developmental disabilities services.

Trillium will review interest submissions on a monthly basis.

 [Interest Form](#)

In-Network Trillium providers requesting contract changes should email NetworkServicesSupport@TrilliumNC.org or use the applicable forms located on our [Provider Documents Forms](#) webpage.

For more information, providers can review our [Network Participation webpage](#).

REQUESTING NALOXONE: PROCESS CHANGE EFFECTIVE SEPTEMBER 30, 2024

In response to the continuing opioid crisis, the North Carolina Department of Health and Human Services (DHHS) seeks to make naloxone more widely available, particularly to individuals and communities at highest risk of opioid overdose.

Effective September 30, 2024 all requests for Naloxone should be submitted to [Where Can I Get Naloxone?](#) The purpose of this form is for organizations to submit requests for naloxone to be provided by DHHS for distribution to individuals at high-risk of opioid overdose or those that may be able to assist in an overdose situation. Department's preference is for providers to use the above weblink to request supplies.

Once on the website, proceed to the bottom of the page under the heading Request for your Organization: "[Click here to submit your request](#)" for needed supplies.

ELECTRONIC VISIT VERIFICATION INFORMATION AND HELPFUL LINKS

ATTENTION: PCS EVV PROVIDERS

EVV Information and Helpful Links

Trillium Health Resources contracts with HHAeXchange for the EVV software. See links below for information on getting set up with HHA if not already done so.

 [North Carolina Home Health Provider Enrollment Form](#)

 [LME Provider Portal Questionnaire](#)

 Services subject to EVV elements - [EVV Service Codes](#)

Effective dates:

- 🌱 PCS services are under Hard Launch guidelines effective 7/1/2024. All providers are expected to be fully compliant with EVV requirements. EVV data must be validated prior to claims adjudication and claims without the required EVV criteria will deny for “Some of all of service units could not be validated by the EVV Vendor”
- 🌱 HH Services - Soft launch until 1/1/2025. This means HHCS providers are encouraged to submit EVV visit information to HHAx through the soft launch period to ensure all systems are operating as intended for a successful hard launch. If experiencing challenges with claims submission during soft launch, providers are able to submit claims outside of HHAx while working collaboratively with Trillium and HHA to resolve barriers.

HHA Portal Reminders

- 🌱 Trillium is also currently under No Prior Authorization until 9/30/24 so you do not have to wait for an authorization to show in HHA for your member to bill your claims. The visit will still show red and show “No Auth” but that is just a warning and will not stop the claims from batching.
- 🌱 Providers will need to add the diagnosis code at the contract level. Here is a link to assist with that task if needed. - [Billing Diagnosis Codes \(hhaexchange.com\)](https://www.hhaexchange.com).

Need additional Assistance:

- 🌱 HHA Knowledge Base is a great tool for Providers to use to assist with questions and issues. Providers can access the Knowledge Base by clicking the [Support Center](#) link in their portal.
- 🌱 [Trillium’s EVV FAQ page](#)
- 🌱 Providers can submit questions or issues around EVV billing to ClaimsSupport@TrilliumNC.org . In the subject of the email add “EVV Question” and the provider name. In the email, please include the provider agency name and tax identification number, member name, DOB, and service code/modifier(s) provided. Add any detail around errors or denial you are receiving.
- 🌱 Trillium’s Physical Health Portal is available at the following link. [Provider Contact Information and Portals](#). Click on the purple box that says Physical Health Provider Portal and then Create New Account.

DAY SUPPORTS SERVICE PROVIDERS REMINDER

This is reminder that providers who offer Day Supports Services, must adhere to the Day Supports Service definition under [NC Medicaid North Carolina Innovations Medicaid Clinical Coverage Policy No: 8-P](#) which states:

Transportation to/from the beneficiary's home, the day supports facility and travel within the community is included in the payment rate. Transportation to and from the licensed day program is the responsibility of the Day Supports provider.

Non-Emergency Medical Transportation (NEMT) **cannot** be used to transport Tailored Plan Members to and from Day Supports services.

Day Supports Providers may be subject to monitoring to ensure to adherence to NC Medicaid North Carolina Innovations Medicaid Clinical Coverage Policy No: 8-P.

INCIDENT REPORTING TRAINING FOR PROVIDERS

An updated Incident Reporting Training for providers has been posted to Trillium's [My Learning Campus](#). This is a great training for new staff or for any staff looking to refresh their knowledge. Training certificates are available upon online completion.

The training delivers a condensed summary of information regarding incident reporting. By the end of the training, your staff will be able to:

- 🌱 Identify the purpose of incident reporting
- 🌱 Define incidents
- 🌱 Recognize when an incident report is required
- 🌱 Navigate the Incident Response Improvement System (IRIS), and
- 🌱 Understand reporting guidelines

As a reminder, all Level II and Level III incidents must be submitted in IRIS within 72 hours of learning of the incident.

To all of our network providers, THANK YOU for continuing to adhere to IRIS reporting timelines!

Please contact IncidentReporting@TrilliumNC.org for any incident related questions.

SEPTEMBER SUICIDE PREVENTION AND AWARENESS SUMMIT

Suicide prevention is up to all of us. Join us to hear from professionals and individuals with lived experience. They will share impactful strategies and best practices for suicide prevention. With the right tools and resources, we can save lives and support those in crisis. **This event is open to the community.**

September 27, 2024 | 9:30 a.m. – 4 p.m.

[Details and Registration Here!](#)

STATE-FUNDED SUBSTANCE ABUSE INTENSIVE OUTPATIENT AND COMPREHENSIVE OUTPATIENT PROGRAM RATES

Trillium Health Resources (Trillium) received a bulletin from the North Carolina Department of Health and Human Services (NCDHHS) regarding the State-Funded Substance Abuse Intensive Outpatient Program (SAIOP) and Substance Abuse Comprehensive Outpatient Treatment (SACOT) Services.

This bulletin outlines new rate increases for these state-funded services. Currently, Trillium is reviewing the financial impact prior to making any changes to rates; further communication will be forthcoming.

PERCEPTIONS OF CARE SURVEY

Every year Trillium Health Resources and other Tailored Plans (TP) across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. The survey is designed to assess member perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by TP in an annual report. The survey results are used to inform policy decisions designed to improve the system.

 [Perceptions of Care Survey Information Link](#)

If you provide MH and/or SU services to members of any age, you may be contacted to participate in the administration of this survey. Specific instructions will be provided by Trillium staff prior to survey administration.

Survey administration options include use of electronic/web based and paperless surveys. These are intended to safeguard members and provider health and safety and to significantly reduce burden for participating providers who assist with the survey administration.

Administration of the 2024 Perceptions of Care survey will occur from **August 12-September 20, 2024**. Since there is a short administration period, surveys must be completed in a timely manner.

Requirements for Member Participation in the Survey:

- 🌱 Must have mental health and/or substance use diagnosis
- 🌱 Must be a Trillium member, with a Trillium member ID number
- 🌱 Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the TP, and ultimately helps to improve the quality of services for our members. Please follow all timelines and survey administration instructions provided by Trillium.

If you are a provider of services for members that meet requirements of participation for the survey, please email Surveys@TrilliumNC.org with the email address of who will be coordinating this survey for your agency. If you have any questions, please feel free to contact us at Surveys@TrilliumNC.org or 1-855-250-1539 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.

PERSON-CENTERED TOOLS AND STRATEGIES TO MAXIMIZE CHOICE AND PROMOTE SAFETY

The DMHDDSUS Crisis Prevention and Intervention Plan: Person-Centered Tools and Strategies to Maximize Choice and Promote Safety.

This training is designed for providers working in the DMHDDSUS system of care supporting people living with a wide range of disabilities or health conditions including mental health, substance use, Intellectual and Developmental Disabilities (IDD), older

adults, etc. Training is particularly relevant to providers employed in programs where service definitions require PCP as articulated in the [Person-Centered Planning Guidance Document](#).

This virtual webinar event is part of the NC DHHS' ongoing efforts to support and strengthen Person-Centered Planning across the state.

Click the button below for additional details and circulate widely to your provider networks.

 [DMHDDSUS Crisis Prevention and Intervention Plan](#)

If you have any questions, contact Robin Soderena at: robin.soderena@dhhs.nc.gov.

VICTORY JUNCTION FALL 2024

Get ready—the newest session for Trillium Family Weekend at Victory Junction is here! We hope our members and families will take advantage of the camp's inclusive environment and diverse amenities. Join us on a family weekend this fall in Randleman, NC.

The weekend is a unique experience for families to connect. Campers of every ability can feel fully empowered. Victory Junction adapts activities for every need. The camp's amazing staff **are** familiar with hosting Trillium families. They even accommodate special diets. 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! Complete the [Fall 2024 Interest Form](#) to begin your application. Check the [Fall Flier](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

UPCOMING RE-ENTRY SIMULATIONS

Trillium Health Resources is sponsoring Re-entry Simulations. You will learn about the many barriers individuals go through when they are released from jail.

Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.

* Please note: The Re-entry Simulation originally planned for September 24 in Bolivia has been rescheduled. The updated schedule is as follows:

UPCOMING RE-ENTRY SIMULATION EVENTS:

 [Rocky Mount, NC – October 29](#)

 [Bolivia, NC – November 19](#)

TAILORED PLAN PROVIDER SESSIONS

The Tailored Plan Trillium presentations and recordings for the Tailored Plan Sessions to Providers are [available on our website](#).

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for anyone to report suspected violations of potential fraud, waste and abuse or confidentiality issues. You can access EthicsPoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll free 1-855-659-7660.
