

To: All Providers

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Subject: Upcoming Mental Health Parity Webinars for Providers; NCTracks Hot Topic Links; Inclusion Works Community Update; North Carolina Medicaid Annual Health Disparities Report; Upcoming Trillium Simulation Events; Request for Proposal: Transition Management Services; Open Enrollment: Psychosocial Rehabilitation; February Diversity, Equity and Inclusion Events; Medical Leadership in Disaster Preparedness and Response; January 2025 Provider Training Schedule Now Available; Innovations Incident Reporting for Failure to Provide Back-up Staffing; 2024-2025 National Core Indicators – I/DD Survey; Roadmap2Ready: January; 2025 Trillium Family Weekends at Victory Junction; Important Information for Relative as Direct Support Employee; Trillium is a Closed Network for BH/SUD/IDD; Need to Report Fraud, Waste, and Abuse?

NEW

UPCOMING MENTAL HEALTH PARITY WEBINARS FOR PROVIDERS

[Registration Information Link](#) – February 7, 2025. Select the link to see the specific times and to register.

Topics include:

- 🌱 Child Mental Health Parity Clinical Pathways and Standards of Care for Child Mental Health Prevalent Diagnosis
- 🌱 Child Mental Health Parity Clinical Pathways and Standards of Care for Child Mental Health Prevalent Diagnosis for TCM Staff Referrals
- 🌱 Adult Mental Health Parity Clinical Pathways and Standards of Care for Providers
- 🌱 Adult Mental Health Parity Standards of Care for TCM Providers
- 🌱 Mental Health Parity SUD Clinical Pathways and Standards of Care
- 🌱 Mental Health Parity SUD-TCM

NCTRACKS HOT TOPIC LINKS

-  [Expanding Access, Lowering Costs and Investing in What Works to Improve the Health of all North Carolinians](#)
-  [Dr. Devdutta Sangvai is Sworn in as Secretary of the North Carolina Department of Health and Human Services](#)
-  [Non-Law Enforcement Transportation Program and Request for Proposals](#)
-  [Crisis Intervention Team \(CIT\) Conference](#)
-  [Mapping the Future of CIT in North Carolina](#)
-  [NC Suicide Prevention Action Plan Evaluation Survey](#)
-  [NC Medicaid Health Disparities Report](#)
-  [DMH/DD/SUS Launches New Crisis Services Webpage](#)
-  [Children and Family Specialty Plan to Launch in 2025](#)
-  [UNC Health Pardee Announces Plans for a \\$30 Million Investment](#)

INCLUSION WORKS COMMUNITY UPDATE

[Inclusion Works](#) is a collaboration between the Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS), the Division of Health Benefits (DHB) and the Division of Employment and Independence for People with Disabilities (EIPD)

[Register here for upcoming Inclusion Works Lunch & Learns kicking off in the New Year:](#)

-  Employment Models
 -  National Developmental Disability Awareness Month

NORTH CAROLINA MEDICAID ANNUAL HEALTH DISPARITIES REPORT


NC Medicaid serves roughly 3 million low-income individuals and families, placing it in a unique position to track health disparities and improve the health of populations that have been historically marginalized. To help identify and address these disparities, the North Carolina Department of Health and Human Services (NCDHHS) Division of Health Benefits (DHB) developed the 2022 *NC Medicaid Annual Health Disparities Report*, which outlines health disparities across the entire NC Medicaid beneficiary population.

 [NC Medicaid Annual Health Disparities Report 2022](#)

 [NC Medicaid Annual Health Disparities Brief 2022](#)

UPCOMING TRILLIUM SIMULATION EVENTS

 Re-entry Simulation - [Pasquotank County, NC – January 29, 2025](#)

 Supporting Children Early Simulation – [Northampton County - February 18, 2025](#)

 Re-entry Simulation – [Montgomery County – March 11, 2025](#)

 Supporting Children Early Simulation – [Warren County – March 26, 2025](#)

REQUEST FOR PROPOSAL: TRANSITION MANAGEMENT SERVICES

EXTENDED THROUGH FEBRUARY 28, 2025

Trillium has posted a Request For Proposal (RFP) to invite service providers to submit a proposal for the implementation of Transition Management Services (TMS). Transition Management Services (TMS) is provided to individuals participating in the Transition to Community Living (TCL) initiative. TMS is a rehabilitation service intended to increase and restore an individual's ability to live successfully in the community by maintaining tenancy. TMS focuses on increasing the individual's ability to live as independently as possible, managing the illness, and reestablishing his or her community roles related to the following life domains: emotional, social, safety, housing, medical and health, educational, vocational, and legal. TMS provides structured rehabilitative interventions through a team approach. Providers may submit proposals for one or more of the counties/regions included in the RFP. The five regions/counties included in the RFP are as follows:

1. Craven
2. Guilford/Randolph (Closed, Contract Pending)
3. Moore/Hoke
4. New Hanover
5. Pitt/Greene/Wilson (Closed, Contract Pending)

For more information, to ask questions, and to apply, please visit the [Current Service Needs](#) page on Trillium's website.

OPEN ENROLLMENT: PSYCHOSOCIAL REHABILITATION




CURRITUCK AND DARE COUNTIES

Trillium welcomes a great opportunity for Providers offering Psychosocial Rehabilitation Services (PSR). Trillium has open enrollment for Psychosocial Rehabilitation Services in Currituck and Dare counties. All interested providers are asked to complete an application by accessing the link below:

 [Provider Service Application.](#)

FEBRUARY DIVERSITY, EQUITY AND INCLUSION EVENTS

Trillium is pleased to announce upcoming Diversity, Equity and Inclusion virtual events:

-  **Heart Wellness By Grace Through Faith: Connecting Wellbeing with our Spiritual Journey**
February 18, 2025, at 1:00 pm
[Registration Link](#)
-  **Promoting Social Justice through Story Telling with Pastor Carmon**
February 20, 2025, at 10:00 am
[Registration Link](#)
-  **Breast Cancer: Addressing Racial Disparities through Education and Practice**
February 25, 2025, at 11:00 am
[Registration Link](#)

MEDICAL LEADERSHIP IN DISASTER PREPAREDNESS AND RESPONSE

Are you currently responsible for the medical direction of a healthcare entity in the event of a disaster? Are you interested in serving in that role in the future? The [Medical Leadership in Disaster Preparedness and Response Virtual Conference](#), hosted by ASPR TRACIE and the American College of Emergency Physicians, will bring together individuals who have a medical direction role during disasters to discuss the spectrum of medical leadership responsibilities and some of the specific challenges of the role.

Space is limited--[register today!](#)

REMINDERS

JANUARY 2025 PROVIDER TRAINING SCHEDULE NOW AVAILABLE

Registration is open for the [Jan. 2025 training courses](#) listed below. NCTracks zoom courses can be attended remotely from any location. Courses offered this month include:

- 🌱 Prior Approval Medical
- 🌱 Submitting an Institutional Claim
- 🌱 New Office Administrator
- 🌱 Create and Submit a PA for DME and Home Health Supply using Electronic Physician Signature
- 🌱 Submitting A Professional Claim Provider NEMT
- 🌱 Submitting a Prior Approval Private Duty Nursing

See the document linked below for more information on course schedule and access to zoom links:

[Jan. 2025 Provider Training Schedule](#)

INNOVATIONS INCIDENT REPORTING FOR FAILURE TO PROVIDE BACK-UP STAFFING

Provider agencies are expected to inform Trillium when a staff member cannot deliver a service. The provider agency must report whether the agency cannot provide back-up staffing, or back-up staffing was offered, but declined by the member/guardian. This reporting is required bi-weekly using the *Innovations Incident Reporting for Failure to Provide Back-Up Staffing* form. The updated form can be found [here](#).

Please ensure the following form fields are completed in their entirety:

- | | |
|----------------------------------|---|
| 🌱 Covered period Provider Agency | 🌱 Service(s) missed |
| 🌱 Provider Site Location/Address | 🌱 Number of hours missed |
| 🌱 Date of missed service | 🌱 Reason for missed hours |
| 🌱 Member's first and last name | 🌱 Name/Number/Email of person completing the form |
| 🌱 Member's date of birth | |

BACK-UP STAFFING REPORTING SUBMISSION

- 🌱 Hours missed from the 1st-15th of the month are due by the 22nd of the month.
- 🌱 Hours missed from the 16th to the end of the month are due by the 7th of the following month.
- 🌱 Back-up staffing reports must be emailed to Trillium, Zixsecure, at IncidentReporting@TrilliumNC.org.

Thank you for your diligent efforts in submitting back-up staffing reports promptly. If you have any questions, please reach out to IncidentReporting@TrilliumNC.org.

2024-2025 NATIONAL CORE INDICATORS-I/DD SURVEY

Trillium is partnering with NCDHHS to support the annual National Core Indicators (NCI) survey, which evaluates the outcomes of individuals receiving Intellectual and Developmental Disability (I/DD) services. This survey examines critical areas such as employment, community involvement, relationships, health and wellness, safety, and access to services. Standardized questions allow for comparisons between states and provide valuable insights into service quality.

HOW PROVIDERS WILL BE INVOLVED

Providers serving members with I/DD aged 18 and older may be contacted to assist in the following ways:

- 🌱 Obtaining member consent for survey participation.
- 🌱 Providing background information for consenting members.

Survey administration will be handled by the Carolina Institute for Developmental Disabilities (CIDD), a third-party organization contracted by the State.

The survey sample and a minimum number of surveys are provided by the State. Support may be requested from providers until the minimum participation requirement established by NCDHHS is met.

ELIGIBILITY REQUIREMENTS FOR SURVEY PARTICIPATION

Members must meet the following criteria to participate in the survey:

- Be diagnosed with an intellectual or developmental disability.
- Receive Medicaid-funded services from an I/DD provider agency.
- Be at least 18 years old.

NEXT STEPS FOR PROVIDERS

If your agency provides services to eligible members, please email Surveys@TrilliumNC.org with contact information for the point of contact for the NCI-IDD survey within your agency as soon as possible. Trillium will send additional details, including the list of members selected to participate, via email.

For questions or more information, contact Surveys@TrilliumNC.org or call 1-866-998-2597 (ask for Amanda Morgan).

Thank You for Your Partnership






Your support is essential to the success of this important initiative, which helps evaluate and improve services for individuals in our community.

ROADMAP2READY: JANUARY

Happy New Year! Take the initiative to improve your emergency plans for your organization this year. Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. Interested to see what we covered last year, [read our Network Communication 384?](#)

One of the topics was on Hazard and Risk assessments, [here are some resources in case you missed it](#). January is a good time to review the hazards and risks that came up in that assessment. Your local Emergency Management office and Healthcare Preparedness Coalition should have an All-Hazard risk assessment for your region which will help with coordination and communication. You can compare the two and see how they compare to yours!

There are seven (7) [North Carolina Healthcare Preparedness Coalitions](#) (HPCs) that work with the common mission of facilitating communication, coordination, and collaboration between healthcare facilities, public agencies, and the State of North Carolina. Their primary goals are to:

-  Strengthen Partnership Engagement
-  Support Information Sharing
-  Expand Medical Surge Readiness
-  Improve Incident Coordination
-  Promote Fiscal Responsibility

Find out which Coalition covers your area by [visiting the website](#) and reach out to attend their meetings. They host trainings, exercises and provide preparedness resources to the regions they serve. [Check out trainings](#) that are available to you across the state.

2025 TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

April 4-6, 2025 | Application Deadline: Friday March 21, 2025

April 11-13, 2025 | Application Deadline: Friday March 28, 2025

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.

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 [Spring 2025 Interest Form](#) to begin your application. Check the [Spring Flyer](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

IMPORTANT INFORMATION FOR RELATIVE AS DIRECT SUPPORT EMPLOYEE

Effective December 1, 2024, providers and/or employer of record (EOR) should use the following link to request initial or renewal of Relative as Direct Support Employee (RDSE), formerly known as Relative as Provider (RAP): [Innovations Waiver - Relative/Guardian as Direct Service Employee](#).

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 website. Non-contracted providers can submit an [Interest Submission Form](#) to express future interest in contracting for behavioral health, substance use, and intellectual/developmental disabilities services.

Trillium will review interest submissions on a monthly basis.

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

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

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.