

**To:** All Providers

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**Date:** January 24, 2025

**Subject:** New Mental Health Parity and Addiction Equity Act Webpage; NCTracks Hot Topic Links; Claims Denial for Services with Identified Third-Party Insurance; Office Administrator Change Tips; Roadmap2Ready: February; 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; 2025 Trillium Family Weekends at Victory Junction; Trillium is a Closed Network for BH/SUD/IDD; Need to Report Fraud, Waste, and Abuse?

NEW

## NEW MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT WEBPAGE

There are federal laws like the [Mental Health Parity and Addiction Equity Act](#) of 2008 that Trillium must follow. This law requires health plans to treat behavioral health services the same as physical health services. Rules for mental health and substance use services must be like those for medical or surgical services. This includes limitations like copays, visit limits, and prior authorization requirements.

Providers can learn about Mental Health Parity and Addiction Equity Act by registering to attend future trainings by clicking on this link: [New Mental Health Parity and Addiction Equity Act Webpage](#) . The Mental Health Parity and Addiction Kick Off session that occurred on January 21, 2025 is available for your viewing.





Providers can also submit their Mental Health Parity Provider Questions by using the link which is one of the links below:

-  [View the Parity Kickoff Page](#)
-  [View the Parity Kickoff Recording](#)
-  [View the Kickoff Slides](#)
-  [Mental Health Parity Provider Questions](#)
-  [Register for Upcoming Parity Webinars](#)

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## NCTRACKS HOT TOPIC LINKS

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-  [Inclusion Connects Releases Quarterly Report](#)
-  [Enhancing I/DD Services in North Carolina](#)
-  [NC Suicide Prevention Action Plan Evaluation Survey](#)
-  [January Tailored Care Management Provider Manual Updates](#)

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## CLAIMS DENIAL FOR SERVICES WITH IDENTIFIED THIRD-PARTY INSURANCE

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Updates to NCTracks Third Party Liability process for NC Medicaid Direct. This bulletin article applies to NC Medicaid Direct.

As part of NC Medicaid's commitment to ensuring compliance with federal regulations, we are implementing updates to NCTracks Third Party Liability (TPL) process for NC Medicaid Direct. These updates will impact claims submitted for certain services when a member has other third-party insurance coverage listed in their eligibility record.

### WHAT THIS MEANS FOR PROVIDERS

-  Claims for the following services will be **denied** if third-party insurance is detected in the member's eligibility record:
  -  Hospice
  -  Private Duty Nursing
  -  Home Infusion Therapy
  -  Local Health Department (LHD)
  -  Therapy Services
  -  Institutional Ambulance

- Hearing Aid
- Independent Diagnostic Testing Facility/Portable X-ray
- 🌱 Providers are required to submit these claims to the member's primary insurer before billing Medicaid.

## WHAT PROVIDERS NEED TO DO TO AVOID CLAIM DENIALS

1. **Check Member Eligibility before Billing:** Always verify member eligibility and third-party insurance information in NCTracks prior to submitting claims.
2. **Submit Claims to Primary Insurance First:** Ensure claims for the affected services are submitted to any identified third-party insurance before sending them to NC Medicaid.
3. **Maintain Documentation:** Keep Explanation of Benefits (EOB) records from the primary insurers for audit and resubmission purposes.

Claims submitted prior to Dec. 31, 2024, will not be affected. These updates align with NC Medicaid Direct federally mandated role as the payer of last resort.

🌱 [Claim Denials/TPL Edit in NCTracks](#)

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## OFFICE ADMINISTRATOR (OA) CHANGE TIPS

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### HOW TO ANSWER THE CONTINUED ACCESS QUESTION IN AN OA CHANGE REQUEST

When completing an OA change request, users will see the question "Do you want the existing user to continue to have access to this NPI?" with answer choices of yes or no. This answer determines future access for NPIs previously associated with the OA.

Read the full article and details before making your selection. An FAQ is available:

🌱 [Full Article](#)

🌱 [FAQ Page](#)

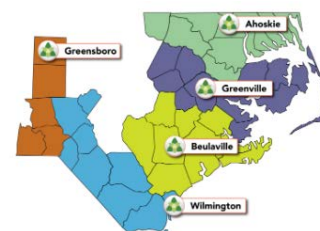
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## ROADMAP2READY: FEBRUARY

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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 in past posts, [click here?](#)

**Roadmap  
2 Ready**



Disaster plans must be submitted through the following link: [2025 Disaster Plan Submission](#).

To confirm your disaster plan was received just check the "send me a copy of my responses" option at the end of the Disaster Plan Submission form.

Disaster Plans are due *May 1, 2025*. Even if no updates are needed to your 2025 Disaster Plan, you *MUST* still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan by the deadline (May 1, 2025), may result in an audit and/or plan of correction.

The Federal [Centers for Medicare and Medicaid Services \(CMS\)](#) posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the [Final Rule](#) that will assist you in locating the requirements to the federal rules that apply to each of your situations.



Our contract with providers requires that you have adequate disaster planning and training process in place within your organization. We know that the best way to cope when a disaster strikes is preparation. Please connect with your [local emergency management](#) office, know your local hazards and resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

## REMINDERS

### 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

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## NORTH CAROLINA MEDICAID ANNUAL HEALTH DISPARITIES REPORT

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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](#)

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## UPCOMING TRILLIUM SIMULATION EVENTS

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 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](#)

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## REQUEST FOR PROPOSAL: TRANSITION MANAGEMENT SERVICES

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### 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:

4. Craven
5. Guilford/Randolph (Closed, Contract Pending)
6. Moore/Hoke
7. New Hanover
8. 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.

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## OPEN ENROLLMENT: PSYCHOSOCIAL REHABILITATION

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### 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.](#)

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## FEBRUARY DIVERSITY, EQUITY AND INCLUSION EVENTS

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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](#)

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## MEDICAL LEADERSHIP IN DISASTER PREPAREDNESS AND RESPONSE

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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!](#)

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## JANUARY 2025 PROVIDER TRAINING SCHEDULE NOW AVAILABLE

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Registration is open for the [January 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](#)

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## INNOVATIONS INCIDENT REPORTING FOR FAILURE TO PROVIDE BACK-UP STAFFING

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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](mailto: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](mailto:IncidentReporting@TrilliumNC.org).

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## 2024-2025 NATIONAL CORE INDICATORS-I/DD SURVEY

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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](mailto:Surveys@TrilliumNC.org) with contact information for the point of contact for the NCI-IDDD 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](mailto: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.

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## 2025 TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

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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!

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## TRILLIUM IS A CLOSED NETWORK FOR BH/SUD/IDD

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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](mailto:NetworkServicesSupport@TrilliumNC.org) or use the applicable forms on our [Provider Documents & Forms](#) webpage.

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

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## NEED TO REPORT FRAUD, WASTE AND ABUSE?

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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.