



## Network Communication Bulletin #395

**To:** All Providers

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

**Date:** February 19, 2025

**Subject:** Trillium Partnership with Carolina Institute for Developmental Disabilities; NCTracks Hot Topic Links; Upcoming Trillium Simulation Events; Heart Health Symposium; Mental Health Parity FAQ; Open Enrollment: Register for Trillium's Provider Forums; Trillium Tailored Plan: Guidance for Personal Care Services Providers; Open for Public Comment: CCP 8-D; Person-Centered Thinking: A 12 Hour Training; February 2025 Pharmacy Newsletter Available; Open Enrollment Opportunities; Join Trillium's Global Quality Improvement Committee; Clinical Communication Update Regarding No Prior Authorizations; Provider Direct Resources; The Human Rights Committee; North Carolina Child Treatment Program Partnering with Licensed Mental Health Providers; New Mental Health Parity and Addiction Equity Act Webpage; 2025 Trillium Family Weekends at Victory Junction; Roadmap2Ready: February; Inclusion Works Lunch & Learn Registrations; Upcoming Trillium Simulation Events; February Diversity, Equity and Inclusion Events; 2024-2025 National Core Indicators – I/DD Survey; Trillium is a Closed Network for BH/SUD/IDD; Need to Report Fraud, Waste, and Abuse?

**NEW**

### **TRILLIUM PARTNERSHIP WITH CAROLINA INSTITUTE FOR DEVELOPMENTAL DISABILITIES**

Trillium has partnered with the Carolina Institute for Developmental Disabilities (CIDD) to employ Family Navigators to support the families of Trillium members receiving services and support from UNC-CIDD's clinics and pediatric outpatient services.

Trillium encourages Tailored Care Management and other providers to work collaboratively with CIDD as they support children and families in Family Navigation, and to join with CIDD to leverage this unique Family Navigator role, which does not replace the tailored care management role.






Family Navigators partner with families, caregivers, and members to provide an array of formal and informal services and supports so that members can achieve their full potential and are able to live successfully in their community. Family Navigator services can be provided in individual or group settings, in person, by phone, or virtually. Importantly, Family Navigators are parents or care givers of loved ones with Intellectual and Developmental Disabilities (I/DD) or Traumatic Brain Injury (TBI) and bring that lived experience navigating systems and accessing resources.

The CIDD is a comprehensive center providing multidisciplinary clinical services, conducting basic to applied research, conducting clinical and research training and engaging in advocacy, all with the goal of improving the lives of individuals with developmental disabilities and their families throughout North Carolina and across the country.

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## NCTRACKS HOT TOPIC LINKS



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-  [NCDHHS Investment to Strengthen the Direct Support Professionals Workforce](#)
-  [Request For Proposals](#)
-  [NC Medicaid Policy Posted for Public Comment: Clinically Managed Population Specific High-Intensity Residential Program](#)
-  [Crisis Intervention Teams \(CIT\) Conference](#)
-  [North Carolina Service Members, Veterans, and Families Network Summit](#)

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## UPCOMING TRILLIUM SIMULATION EVENTS

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-  Re-entry Simulation – [Montgomery County--March 11, 2025](#)
-  Supporting Children Early Simulation – [Warren County--March 26, 2025](#)

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## HEART HEALTH SYMPOSIUM FEBRUARY 28, 2025

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Join us this February for a dynamic and informative event dedicated to raising awareness about cardiovascular health. If you are wanting to improve your heart health or learn the latest in prevention strategies, this symposium is for you! Whether you're at risk, a caregiver, or simply passionate about heart health, our symposium offers valuable tools to empower you and your loved ones to live healthier, happier lives.

You can't beat a healthy heart--Reserve your spot today for this free event!

[Register](#)

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## MENTAL HEALTH PARITY PROVIDER FAQ IS AVAILABLE

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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 in the same manner 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.

[🌱 Frequently Asked Questions Link](#)

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## REGISTER FOR TRILLIUM'S PROVIDER FORUMS

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Trillium's Provider Forums share the information most relevant to our network. The webinar series takes place on the second Wednesday of each month. It will share information providers identify as vital to their work. Provider feedback, recent updates, and upcoming items will drive monthly topics. Each forum will conclude with a Question and Answer session.

Register for [March 12](#) and [April 9](#) by clicking the dates. Registration for future months is available.

## REMINDERS

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### TRILLIUM TAILORED PLAN: GUIDANCE FOR PERSONAL CARE SERVICES PROVIDERS

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Join Carolina Complete Health and Trillium teams for a Personal Care Services (PCS) provider training on **Thursday, February 27, 2025, at 12:00 p.m.** This training will cover the 3051-form process, how to register for the Secure Provider Portal, how to use the portal to view member assessments and authorizations, and more! We will share important updates, and operational information and provide resources for provider success.

[Register](#)

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## OPEN FOR PUBLIC COMMENT

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CCP 8-D Clinically Managed Populations Specific High Intensity Residential Program is open for public comment. The comment period ends on February 25, 2025. The proposed policy can be found on the [NCDHHS NC Medicaid Division of Health Benefits' Proposed Medicaid Policies](#) webpage.

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## PERSON-CENTERED THINKING: A 12-HOUR TRAINING

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The National Learning Community Curriculum - Limited Seats Available

**Date:** Tuesday, March 18 and Wednesday, March 19, 2025

**Time:** 9:00 a.m. to 4:00 p.m. (both days)

**Location:** Ashley Park Apartments Club House, 10300 Pine Lakes Court, Raleigh, NC 27617

 [Click to Register Today.](#)

Participants will learn practical information and get useful tools to enhance their person-centered practice in the field.

**Target Audience:** Providers of mental health or developmental disability services and others interested in the practical application of person-centered practices and tools.



**Faculty:** Terry Bedford, Communication/Training Director, Universal MH/DD/SAS. Terry is an approved Person-Centered Thinking (PCT) trainer and a member of the National Learning Community for Person-Centered Practice. He also is a trainer in Essential Lifestyle Planning and has held numerous roles supporting people with mental illness and developmental disabilities.




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## FEBRUARY 2025 PHARMACY NEWSLETTER NOW AVAILABLE

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The latest Medicaid Pharmacy Newsletter, dated February 2025, is now available on the N.C. Medicaid website. In addition to the March 2025 check-write schedule, this edition of the newsletter includes the articles:

-  PREP Act Extension: North Carolina Medicaid to Cover COVID-19 and Flu Vaccines at Point-of-Sale Pharmacy for Children
-  Key Updates and Requirements for Pharmacy Providers

-  Prenatal Vitamins Reimbursement
-  Pharmacy Frequently Asked Questions (FAQs)
-  Reminder on NC Medicaid Pharmacy Co-payment Requirements

Providers are encouraged to review this important information. The 2025 Medicaid Pharmacy Newsletters can be viewed [here](#).

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## OPEN ENROLLMENT OPPORTUNITIES

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### PEER SUPPORT SERVICES – OPEN ENROLLMENT – ALL TRILLIUM COUNTIES

Trillium has identified a need for Medicaid-funded Peer Support Services (PSS) across Trillium’s catchment area. Peer Support Services (PSS) are an evidenced-based mental health model of care that provides community-based recovery services directly to a Medicaid-eligible adult beneficiary diagnosed with a mental health or substance use disorder. PSS provides structured, scheduled services that promote recovery, self-determination, self-advocacy, engagement in self-care and wellness and enhancement of community living skills of beneficiaries.

This recruitment is Medicaid-funded only. Provider must be located in Trillium’s catchment area, enrolled in NC Tracks, and meet the Service Definition requirements in [Clinical Coverage Policy 8G](#) amended January 1, 2025.

This PSS Open Enrollment will close on February 17, 2025 at the close of business.

 [Questions Link](#)

 [Application Link](#)

### PSYCHOSOCIAL REHABILITATION SERVICES – OPEN ENROLLMENT – ALL TRILLIUM COUNTIES

Trillium has identified a need for Medicaid-funded Psychosocial Rehabilitation (PSR) services across Trillium’s catchment area. PSR is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention. PSR focuses on skill and resource development related to life in the community and increasing the participant’s ability to live independently.

This recruitment is Medicaid-funded only. Provider must be located in Trillium’s catchment area, enrolled in NC Tracks, and meet the Service definition requirements in

Clinical Coverage Policy 8A amended January 1, 2025. The provider must demonstrate a plan to obtain PSR license if not already licensed.

This PSR Open Enrollment will close in 2 weeks on February 17, 2025 Close of business.

 [Questions Link](#)

 [Application Link](#)




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## JOIN TRILLIUM'S GLOBAL QUALITY IMPROVEMENT COMMITTEE

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Are you passionate about enhancing healthcare quality and driving meaningful change? Trillium is seeking dedicated **CFAC representatives** as well as **Integrated Care Representatives** to join the Global Quality Improvement Committee (GQIC).

The GQIC is a dynamic group of practitioners, providers, specialists, and family representatives working together to improve healthcare quality. By joining, you'll have the opportunity to:

-  Collaborate on impactful quality initiatives.
-  Share insights and expertise with peers and Trillium staff.
-  Help shape recommendations that guide quality improvement efforts.

If you're ready to make a difference, contact us at [QMinfo@TrilliumNC.org](mailto:QMinfo@TrilliumNC.org) to learn more or express your interest. Visit [Trillium Health Resources - Committees](#) or [My Learning Campus](#) for more information about GQIC.

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## CLINICAL COMMUNICATION UPDATE REGARDING NO PRIOR AUTHORIZATIONS

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Effective February 1, 2025, NPA (no prior authorization) flexibility will end and all TARs not subject to parity will require a medical necessity review. Authorization requests will need to have all required documentation uploaded, so please take time and review the benefit plans posted on the Trillium website at [Benefit Plans | Service Definitions | Trillium Health Resources](#).

 [Read the complete Clinical Communication Bulletin 074 here.](#)

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## PROVIDER DIRECT RESOURCES

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Provider Direct is a secure platform for mental health, I/DD, and substance use providers to access the following:

- 🌱 Enter or upload Treatment Authorization Requests (TARS) to obtain prior authorization
- 🌱 Upload Person-Centered Plans and Individual Service Plans (ISPs)
- 🌱 Access and file claims
- 🌱 Submit complaints/grievances
- 🌱 Access the Provider Manual

Each screen of Provider Direct contains a direct link to Carolina Complete Health's provider portal for physical health.

A TAR can be completed within Provider Direct in the "Clients" section, and by scrolling down to the "Client TARS" segment.

Training materials can be found [clicking this link](#) and within Provider Direct for quick access. Available trainings include several related to treatment/service authorization requests:

- 🌱 Copy TAR Training
- 🌱 Treatment Authorization Request TAR Training
- 🌱 Discharge TAR Training
- 🌱 Authorizations Training

If you need technical assistance, you can contact Provider Direct Support via the Feedback button within Provider Direct or email [PDsupport@TrilliumNC.org](mailto:PDsupport@TrilliumNC.org).

Tips for common issues when not locating the service you are requesting or providing:

- 🌱 The end date for the time period requested exceeds the member's eligibility span. You can check the member's eligibility on the client home page under the insurance tab.
- 🌱 If you are able to select the service but are not seeing your provider agency in the provider drop-down, that service may not be in your contract for that funding type.
  - Ensure Proper Setup in NCTracks for the provider.
  - To Add a service, email [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org) and include:
    - ▲ Organization Name, Tax ID, NPI, billing address and service address

- ▲ Service codes and names (refer to the benefits plan, rates table and the Clinical Coverage Policy)
- ▲ When including member information (name, date of birth, Medicaid number, etc.), send your email securely via [Zixsecure](#).

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## THE HUMAN RIGHTS COMMITTEE

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The Trillium Human Rights Committee (HRC) is dedicated to safeguarding the rights of individuals who receive mental health, substance use, and intellectual/developmental disability (I/DD) services. Working hand-in-hand with Consumer and Family Advisory Committee (CFAC) members, families, Trillium staff, and providers, the HRC ensures that services are always delivered with respect for members' rights.

The HRC is a diverse group including family members, individuals served, practitioners, providers, and specialists representing all disability groups and regions in Trillium's catchment area. Participants must adhere to privacy and HIPAA laws and commit to attending all meetings. Trillium staff act as liaisons and provide administrative support to the committee, with regular reports made to the Quality Improvement Committee (QIC), which takes appropriate action based on the HRC's recommendations.

The HRC's mission, in accordance with NC General Statutes/Administrative Code, is to ensure compliance with members' rights, confidentiality laws, and established procedures for handling grievances, allegations of abuse, and concerns about restrictive treatment and service access. The committee's primary responsibilities include reviewing:

- ▲ Critical incidents involving restrictive interventions, allegations of abuse, neglect, exploitation by staff, and member deaths.
- ▲ Complaints and grievances related to member rights violations, questionable practices, service access, inadequate treatment, confidentiality issues, alleged abuse, and unsafe facilities.
- ▲ Provider concerns related to quality of care, accessibility, health and safety, and crisis responsiveness.

To serve on the HRC, you must be an adult member/recipient, a relative or guardian of a member/recipient, a network provider, or other stakeholder living in one of the counties in Trillium's catchment area.

Trillium is currently seeking participants in the ***Northern MH/SU*** region/service area. To identify which counties fall into the Northern region, please click [here](#).



To apply for membership, fill out the [Human Rights Committee Application](#). For questions, contact us at [QMInfo@TrilliumNC.org](mailto:QMInfo@TrilliumNC.org). For more information, visit [Trillium Health Resources - Committees](#).

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## **NORTH CAROLINA CHILD TREATMENT PROGRAM PARTNERING WITH LICENSED MENTAL HEALTH PROVIDERS**

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The North Carolina Child Treatment Program (NC CTP) is partnering with the NC Administrative Office of the Courts (AOC) on the new [Safe Babies Court Initiative](#). We're working in pilot counties to recruit licensed mental health professionals to become trained in Child-Parent Psychotherapy (CPP), a model designed to support children aged 0-6 and their caregivers. The Courts are covering the tuition for the training.

There is an information call coming up on February 10, 2025, from 12:00 p.m. to 1:00 p.m. via Zoom: [Register](#)

For more details, visit: [CPP Cohort 14 \(Spring 2025 – Fall 2026\)](#)

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## **NEW MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT WEBPAGE**

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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](#)
-  [Mental Health Parity Provider Questions](#)

 [Register for Upcoming Parity Webinars](#)

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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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## 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](#).

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 U.S. [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 strike 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](#).

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## INCLUSION WORKS COMMUNITY UPDATE

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[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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## 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 p.m.  
[Registration Link](#)
-  **Promoting Social Justice through Story Telling with Pastor Carmon**  
February 20, 2025, at 10:00 a.m.  
[Registration Link](#)
-  **Breast Cancer: Addressing Racial Disparities through Education and Practice**  
February 25, 2025, at 11:00 a.m.  
[Registration Link](#)

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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-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](mailto:Surveys@TrilliumNC.org) or call 1-866-998-2597 (ask for Amanda Morgan).

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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.