

To: All Providers

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Senior VP of Network Management

Date: September 5, 2025

Subject: Upcoming Post Disaster Simulation Opportunities; Roadmap to Ready: September 2025; Updates to Exclusion Sanction Questions on Provider Enrollment Applications; NC Tracks Quick Links; New Attestation Requirements for Individual Providers; Upcoming Training For Behavioral Health Providers: Introduction and Review of DB101; New Demographic Data Collection on Provider Applications; Update on Licensed Clinical Addiction Specialist (LCAS) Registered Status; Clinical Coverage Policy-Open for Public Comment; Vacancy on Trillium's Provider Council; Taxonomy Verification; Trillium Family Weekends at Victory Junction; Provider Directory and NCTracks Data; Upcoming Supporting Children Early Simulations September through December; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

UPCOMING POST DISASTER SIMULATION OPPORTUNITIES

In this Post Disaster Simulation, you will learn about the importance of being prepared. This journey walks you through the weeks following a disaster.

Participants will experience what it's like navigating life after disaster and the many barriers faced. It also highlights the added struggles for individuals living with mental illness, developmental disabilities, and/or substance use disorders.

Thursday, October 2, 2025

Check-In 8:30 a.m. - 9 a.m.-12 p.m.

Brunswick Community College
Odell Williamston Auditorium
150 College Rd. NE
Bolivia, NC 28422

[Register today and secure your spot](#)

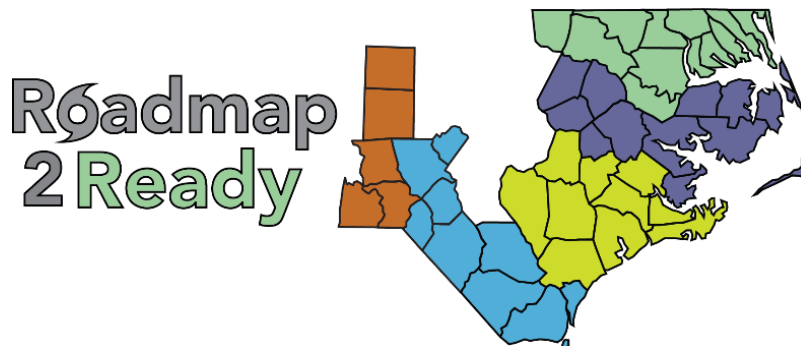
Thursday October 21, 2025

Check-In 8:30 a.m. - 9 a.m.-12 p.m.

Onslow County Emergency Operations
Center
1180 N. Commons Dr.
Jacksonville, NC 28546

Free and Open to the Public with Light refreshments provided.

ROADMAP 2 READY: SEPTEMBER 2025



Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. In August we covered resources about how to calculate the supplies you may need in case of an emergency. Interested to see what we covered, [click here?](#)

It is **National Preparedness Month!** [National Preparedness Month](#), observed each September, was established by FEMA in 2004 to encourage Americans to prepare for emergencies and disasters.

Review your emergency plans with your staff at your meetings by proposing a short scenario and discussing the procedures for your facility(-ies). Here are some topics you may not have covered before.

- 🌱 How are you going to protect your inventory?
- 🌱 How do you back up your contact information, contracts and medical information in a HIPAA safe manner and have it available without internet?
- 🌱 How will you address financial decisions and track expenses if you need to apply for a FEMA or file an insurance claim?

See more resources to address these questions and more from the [Small Business Administration Business Resilience Guide](#).

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.

UPDATES TO EXCLUSION SANCTION QUESTIONS ON PROVIDER ENROLLMENT APPLICATIONS

Effective Sept. 28, 2025, NCTracks will update initial, re-enrollment, re-verification and manage change request (MCR) provider application Exclusion Sanction questions. The new questions (N, Q, R and S) are required to meet National Committee for Quality Assurance (NCQA) standards. Providers must respond to these questions on all applicable provider enrollment applications initiated on or after **Sept. 28, 2025**.

The current question reads:

- 🌱 **N.** Does the enrolling provider have any medical, chemical dependency or psychiatric conditions that might adversely affect your ability to practice medicine or surgery or to perform the essential functions of your position?

The current question will be replaced with the following, and new questions Q, R, S will be added:

- 🌱 **N.** Is the enrolling provider currently engaged in the illegal use of drugs?

“Currently” means sufficiently recent to justify a reasonable belief that the use of drugs may have an ongoing impact on one’s ability to practice medicine. It is not limited to the day of, or within a matter of days or weeks before the date of application but instead refers to conduct recent enough to indicate the individual is actively engaged in such use. “Illegal use of drugs” refers to drugs whose possession or distribution is unlawful under the Controlled Substances Act, 21 U.S.C. §812.22. It does not include the use of a drug taken under supervision by a licensed health care professional, or other uses authorized under federal law. The term does include unlawful use of prescription-controlled substances.

- 🌱 **Q.** Does the enrolling provider use any chemical substances that would in any way impair or limit the ability to practice medicine and perform the functions of the job with reasonable skill and safety?
- 🌱 **R.** Does the enrolling provider have any reason to believe that they would pose a risk to the safety or well-being of patients?
- 🌱 **S.** Is the enrolling provider unable to perform the essential functions of a practitioner in the area of practice even with reasonable accommodation?

IMPORTANT NOTES

Answering these questions affirmatively does not automatically disqualify a provider from NC DHHS program participation. However, failure to disclose can result in denial of the application and subsequent termination from all NCDHHS programs.

To avoid delays or additional applications, providers are strongly encouraged to:

- 🌱 Submit all draft applications before Sept. 27, 2025.
- 🌱 If drafts remain after the go-live date, be prepared to start a new application under the updated requirements.

Draft applications in the system at the time of implementation will be deleted. Providers should submit draft applications before Sept. 28, 2025, to prevent loss of data.

- 🌱 Please contact the NCTracks Contact Center at **1-800-688-6696** with any questions.

NCTRACKS QUICK LINKS

- 🌱 [Important Update on Tailored Plan & Prepaid Inpatient Health Plan Dually-Eligible Beneficiary Medicare Crossover Claims](#)
- 🌱 [NCDHHS Announces Project Spark Resource Fair](#)
- 🌱 [Honoring National Recovery Month](#)
- 🌱 [September is Suicide Prevention Awareness Month](#)
- 🌱 [Expanding Access to Opioid Treatment](#)
- 🌱 [The Power of Peer Support](#)

REMINDERS

NEW ATTESTATION REQUIREMENTS FOR INDIVIDUAL PROVIDERS

Effective Sept. 28, 2025, NCTracks is implementing a new attestation process for Individual and Atypical Individual providers as part of initial enrollment, re-enrollment and reverification applications submitted through the secured provider portal of NCTracks. This change aligns with the National Committee for Quality Assurance (NCQA) standards.

NEW ATTESTATION REQUIREMENT

- 🌱 For initial and re-enrollment applications, the Individual practitioner will be required to complete an attestation before the application can be submitted for processing through NCTracks.
- 🌱 The Office Administrator (OA), after completing the application, will be prompted to “Request Provider Attestation” which will generate a notification to the Individual provider via a secure link to the Individual provider’s email address listed on the application.
- 🌱 To complete the attestation, the provider must confirm their identity by entering their National Provider Identifier (NPI)/Atypical number, date of birth, and the last four digits of their Social Security Number (SSN), then review the application and “Approve” or “Reject.”
- 🌱 If the Office Administrator (OA) and Individual Provider are the same person (based on SSN), the provider can complete and submit the application directly.
- 🌱 An email notification is sent to the OA when the attestation is completed, whether the Individual provider approves or rejects the application, allowing the OA to either correct and resend the application to the Individual provider for attestation, or submit the application.
- 🌱 If the Individual provider attestation is not completed within 45 calendar days, the application will automatically abandon.

IMPORTANT NOTES

- 🌱 Draft applications in the system at the time of implementation will be deleted.
- 🌱 Providers should submit draft applications before Sept. 28, 2025, to prevent loss of data.

UPCOMING TRAINING FOR BEHAVIORAL HEALTH PROVIDERS: INTRODUCTION AND REVIEW OF DB101

EIPD will be hosting a webinar on North Carolina’s DB101 Wednesday, September 17th, 2025, from 9:00 AM to 10:30 AM. This comprehensive and user-friendly online resource is designed to assist individuals with disabilities in making informed employment decisions while receiving benefits.

The goal is to provide education to North Carolina's behavioral health network providers and tailored plan staff to familiarize them with this valuable tool to support conversations about employment. Please feel free to share this with Community Support Teams, Assertive Community Treatment teams, Tenancy Management Services, Outpatient Therapists, Tailored Care Managers, Peer Support Specialists, In-Reach Specialists, and other relevant professionals. Anyone interested is welcome to attend.

[Registration is available at this Link](#)

NEW DEMOGRAPHIC DATA COLLECTION ON PROVIDER APPLICATIONS

NCTracks will capture an Individual provider's race, ethnicity, and languages spoken during individual provider enrollment, re-enrollment, manage change requests, and reverification applications.

- 🌱 Response are editable
- 🌱 Offering this information is optional. A "prefer not to disclose" option is available.
- 🌱 Draft applications in the system at the time of implementation will be deleted.
- 🌱 Providers should submit draft applications before Sept. 28, 2025, to prevent loss of data.

Responses will not be shared outside of North Carolina Department of Health and Human Services and will be used only for internal purposes.

For questions, please contact the NCTracks Contact Center at 1-800-688-6696.

UPDATE ON LICENSED CLINICAL ADDICTION SPECIALIST (LCAS) REGISTERED STATUS

As confirmed by the NC Addictions Specialist Professional Practice Board, the status of **"Registered"** indicates that an individual is working toward licensure but is **not yet licensed** to practice.

As such, effective immediately individuals with a "Registered" LCAS status do not meet provider enrollment criteria and cannot be approved for participation with NCDHHS programs.

CLINICAL COVERAGE POLICY-OPEN FOR PUBLIC COMMENT

The Clinical Coverage Policy 2A-1 Acute Inpatient Services is open for public comment until 9/29/2025. This information can be found on the [Proposed Medicaid Policy](#) webpage.

VACANCY ON TRILLIUM'S PROVIDER COUNCIL

The Provider Council has a seat available for a hospital representative. There is only one seat on the council to represent the five regions, so we will accept applications from any hospital in the Trillium Network. The deadline for applying will remain open until it is filled.

Applications can be found on the Trillium website and should be sent to the Provider Council President, [English Albertson](#). All applications will be forwarded to the Nominating Committee of the Provider Council to ensure that eligibility criteria are set forth in the bylaws and any Provider Council resolutions are met. Once this process is complete, the Nominating Committee will present the hospital representative nominees to the Provider Council for a vote.

To learn more about Trillium's Provider Council, please visit our [Provider Council webpage](#).

TAXONOMY VERIFICATION

We would like to bring your attention to several updates regarding the Provider Permission Matrix. Please note that Taxonomy Code 261QR0401X has been removed from the Provider Permission Matrix, and Taxonomy Code 261QM0850X is only a State-funded allowable code. Medicaid has been removed.

It is the responsibility of the Provider to ensure an Active Allowable Taxonomy is in NC Tracks under the Provider NPI(s) Service Site Location(s). NC Tracks posts updated Taxonomy Code Changes in the Provider Permission Matrix. Please ensure to review this periodically to ensure there will be no claims payment interruptions.

The Provider Permission Matrix, as well as a Provider Permission Matrix Instructions job aid are available on the [NCTracks Provider Enrollment](#) webpage.

TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

September 19-21, 2025 | Application Deadline: September 5, 2025

October 3-5, 2025 | Application Deadline: September 19, 2025

October 31 – November 2, 2025 | Application Deadline: October 17, 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. 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 support, regardless of age or diagnosis.

Come experience the magic of camp with us! Spots are limited! Complete the [Fall 2025 Interest Form](#) to begin your application. Visit the [Victory Junction Family Weekends Webpage](#) to learn more!

Covid-19 Statement: The COVID-19 vaccination is optional for campers and their families. Victory Junction highly recommends proof of a COVID-19 vaccination. This includes each person attending your party, ages 5 and up, who will be on-site during the family weekend. Self-pre-testing and reporting will be required for all within 48 hours of check-in.

PROVIDER DIRECTORY AND NCTRACKS DATA


Trillium encourages all provider agencies to regularly review and update their provider information in NCTracks. The data in NCTracks is used to populate Trillium's Provider Directory, which is a vital resource for members, families, and stakeholders. Thank you for your continued commitment to maintaining accurate and up-to-date information on the Directory. For any questions related to Trillium's Provider Directory, please contact TrilliumProviderDirectory@TrilliumNC.org.

UPCOMING TRILLIUM REENTRY AND SUPPORTING CHILDREN EARLY SIMULATIONS SEPTEMBER THROUGH DECEMBER!


Supporting Children Early Simulation opportunities being offered from September through December!


These events are free and open for anyone to attend. Please share the information with your contacts!

RE-ENTRY SIMULATIONS:

 [Dare County](#)—November 5, 2025

SUPPORTING CHILDREN EARLY SIMULATIONS:

 [Guilford County](#)—September 23, 2025

 [Sampson County](#)—November 13, 2025

 [Edgecombe County](#)—December 4, 2025

PROVIDER MY LEARNING CAMPUS REMINDER

To find updated and current Provider Trainings, please visit:

[Provider My Learning Campus](#) or [this list of provider trainings](#).

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.