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Network Communication Bulletin #437

To: All Providers

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

Date: October 24, 2025

Subject: TCL Housing Process Updates; Update to Provider Permission Matrix for Taxonomy; Strengthening Care for Kids: An Overview of the Children and Families Specialty Plan; NC Tracks Quick Links; Provider Accreditation Requirement; Provider Training Needs Assessment Survey; Culturally & Linguistically Competent Care-Training Alerts & Updates; Roadmap 2 Ready: October 2025; Updated 1915(i) Assessment Reminder; Stakeholder Engagement/Behavioral Health Clinical Coverage Policy Updates; Medicaid Rebase Rate Reductions; Tailored Plan/PIHP Provider Manual; Root Cause Analysis (RCA) in Transitions to Community Living (TCL) Housing; Taxonomy Verification; Trillium Family Weekends at Victory Junction; Provider Directory and NCTracks Data; Upcoming Supporting Children Early Simulations November and December; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

TCL HOUSING PROCESS UPDATES

Due to the absence of State budget for SFY 2025–26 from the NC General Assembly, the TCL Program is operating under SFY 2024 funding levels. There is a funding shortfall that will impact TCL housing subsidies through the end of the current state fiscal year.

To address this situation, we are implementing an interim TCL housing mitigation plan effective October 15, 2025, which includes:

- 🌱 Continuing housing efforts for individuals already in the setup/pre-leasing/leasing phases.
- 🌱 Pausing new entries into the TCL housing pipeline for most populations, with the exception of individuals being discharged from State Psychiatric Hospitals, who will be reviewed on a case-by-case basis



- 🌱 Restricting waivers for units above 120% Fair Market Rate or for more units with more than one bedroom unless medically necessary
- 🌱 Exempting placements through federal voucher programs and the Targeting/Key program (through December 31, 2025) from these restrictions

NCDHHS remains fully committed to ensuring that individuals currently in TCL housing are able to stay housed and provide TCL housing to the maximum number of people that the current budget can support. If a new state budget including additional TCL funding is enacted, NCDHHS will reassess the TCL housing mitigation process and communicate any updates regarding expanded support and flexibility.

WHAT DOES THIS MEAN FOR PROVIDERS SUPPORTING TCL MEMBERS?

- 🌱 Providers who are currently contracted to make Emergency Housing Funds (EHF) transactions must follow the new process to request the use of this fund. To request the use of EHF [Trillium-Emergency Housing Funds Request Form](#)
- As a reminder of the email Finance sent out regarding EHF, we ask you to please submit any outstanding invoices no later than October 31st. Failure to submit documentation within this time frame could result in slower processing times or risk of non-reimbursement for expenditures.
- Providers shall accurately complete and submit the Emergency Housing Funds Form, for the prior month's expenditures by the 10th of each month to Trillium Health Resources, Attention: TCL Accounts Payable RemittanceNoReply@TrilliumNC.org or [mail to:](#) 144 Community College Road, Ahoskie, NC. 27910. Provider shall submit copies of all receipts signed by the Tenancy Component Service (ACTT, CST, and/or TMS) designated staff member and the individual served. Failure to submit documentation within this time frame could result in slower processing times or risk of non-reimbursement for expenditures.
- 🌱 Providers should not assist members to apply for housing units that will be subsidized by the TCL Voucher (TCLV).
 - Providers can, however, assist members with applying for Section 8, Rural Development, VASH, etc. If you are unsure which subsidy vouchers are appropriate submit the question via Housing.Navigators@trilliumnc.org
 - Transition Coordinators and Housing Development Coordinators will be assisting members to apply for Targeted properties

-  We are requesting providers increase intensity of member engagement for those currently in TCL housing to support housing stabilization.
-  We require providers to complete if you identify any issues that may impact the individuals housing. [Provider Reporting Tracker](#)
 -  BH/SU Crisis
 -  Change in Medical Status
 -  Changes to Service(s)
 -  Criminal activity
 -  Death
 -  Eviction/Notice to Vacate
 -  Financial Need
 -  Hospitalization
 -  Lease Violation
 -  Tenancy Concern
 -  Walk Throughs-member is not allowing provider to enter the unit and/or conduct a walkthrough of the unit
 -  Other-concerns that may impact the members tenancy that do not fall under the above listed categories
-  Providers should not discuss or initiate initial housing or rehousing options with members. If there is a need to house or rehouse the member the provider should notify the assigned TCC. All housing efforts must be approved by Trillium.
 -  Any lease signings that occur without approval from Trillium may result in the member being responsible for 100% of the expenses incurred. (This includes but is not limited to, security deposits, portion of the rent, movers, etc.)
-  Providers should not discuss the option of Bridge (hotel) placement with members. The provider should seek other temporary housing options for the member. If there are no other temporary housing options, the provider will contact the assigned TCC. Trillium must review all requests for bridge due to funding limitations and approval is not guaranteed.

UPDATE TO PROVIDER PERMISSION MATRIX FOR TAXONOMY

N.C.Gen.Stat. § 108C-3(g)(6) identifies "prospective (newly enrolling) agencies providing nonbehavioral health home- or community-based services pursuant to waivers authorized by the federal Centers for Medicare and Medicaid Services under 42 U.S.C. § 1396n(c)" as high categorical risk, and revalidating agencies as moderate categorical risk, requiring a federal site visit and/or fingerprinting as appropriate.

Additionally, the credential requirement for taxonomy 261QA0600X, Adult Day Care, is changing to require an Adult Day Care/Day Health Center Certificate from the NC Division of Aging instead of national accreditation. Providers selecting taxonomy 261QA0600X, Adult Day Care are no longer required to be nationally accredited.

As a result, the NCTracks Provider Permission Matrix (PPM) has been updated to reflect these changes. The PPM for taxonomy 261QA0600X Adult Day Care became effective Oct. 6, 2025, and displays:

- 🌱 Risk Level (RISK-LEVEL-IND): HIGH
- 🌱 Federal Site Visit Required (FEDERAL-SITE-VISIT-RQRD): YES
- 🌱 Fingerprinting Required (FINGERPRINTING-REQUIRED): YES
- 🌱 Certification Required (CERTIFICATION-RQRD): YES
- 🌱 Certification Type (CERTIFICATION-TYPE): ADULT DAY CARE/DAY HEALTH CENTER
- 🌱 Certifying Entity (CERTIFICATION AGENCY): NC DIVISION OF AGING
- 🌱 Accreditation Required (ACCREDITATION-RQRD): NO
- 🌱 Accreditation Type (ACCREDITATION TYPE): BLANK

This change applies to all providers classified under HEALTH-PLAN: Medicaid.

Providers currently enrolled with taxonomy 261QA0600X, Adult Day Care will be evaluated for the additional screening requirements and may receive notification to complete the additional screenings as applicable. For site visit, the notification would originate from Public Consulting Group (PCG). For fingerprinting, the notification will originate from CSRA and be sent to the provider's NCTracks Provider Message Inbox. Providers are encouraged to regularly monitor their NCTracks Provider Message Inbox for important notifications regarding their NCDHHS program participation.

STRENGTHENING CARE FOR KIDS: AN OVERVIEW OF THE CHILDREN AND FAMILIES SPECIALTY PLAN

Join DMH/DD/SUS Director Kelly Crosbie as she leads a discussion on the Children and Families Specialty Plan (CFSP). This Medicaid-funded initiative aims to provide integrated, whole-person care to children, you, and young adults in the child welfare system.

Director Crosbie will be joined by Chameka Jackson, NC Medicaid's Associate Director for the CFSP; Dr. Keith McCoy, Chief Medical Officer for DMHDD/SUS and Associate Medical Director for Behavioral Health at NC Medicaid; and representatives from Healthy Blue Care Together, the health plan responsible for operating the CFSP.

Together, they will explore how the CFSP aligns with DMHDD/SUS's strategic commitment to youth mental health and discuss its impact on service delivery, coordination, and outcomes for this vulnerable population.

Date/Time: Wednesday, October 29, 2025, 10:30 a.m. to 11:30 a.m.

Registration: [Register for the webinar](#)

NCTRACKS QUICK LINKS

-  [Division of State Operated Healthcare Facilities Launches I/DD Clinical Collaborative](#)
-  [Join a Brain Injury Advisory Council Subcommittee](#)
-  [Join Jubilee Home for a Special Ribbon-Cutting](#)
-  [DMH/DD/SUS Director to Speak at Addiction Professionals of North Carolina Fall Conference](#)
-  [Talkspace NC Innovative Mental Health Therapy for Justice-Impacted Youth](#)
-  [NCDHHS and CHESS Health Launch Free Resource for Veterans to Support their Mental Health](#)

REMINDERS

PROVIDER ACCREDITATION REQUIREMENT

Providers are required to achieve and maintain national accreditation through one of the designated accrediting agencies, as specified in certain NC Medicaid Clinical Coverage Policies and State-funded Service Definitions. Compliance with these accreditation requirements is a contractual obligation. Trillium conducts routine audits to verify that providers required to hold accreditation are meeting and maintaining this standard. Failure to achieve or maintain accreditation may result in corrective action, suspension of referrals, recoupment of payments, termination of the provider's contract or other enforcement actions deemed appropriate.

Providers are responsible for reviewing the "Provider Qualifications" section of the Clinical Coverage Policy or State-funded Service Definition to determine accreditation requirements.

Accreditation requirements are outlined in [NC Medicaid Clinical Coverage Policies](#) and [State-funded Service Definitions](#). Contact the Network Team with any questions by emailing networkmonitoring@trilliumnc.org

Providers are encourage to visit NCTRACKS website: **User Guides and Fact Sheet** and search for: *How to Add or Update Accreditation on the Provider Profile* in [NCTracks](#) for more information. CSRA Call Center: 1-800-688-6696; or email [NCTracks staff](#).

PROVIDER TRAINING NEEDS ASSESSMENT SURVEY



The Trillium Annual Provider Training Needs Assessment Survey gathers input to develop relevant, accessible training that strengthens provider performance, clinical quality, and compliance. Your feedback helps tailor learning resources to support excellence in care delivery and readiness for Tailored Plan implementation. The Needs Assessment Survey opened Monday, October 13, 2025.

CULTURALLY & LINGUISTICALLY COMPETENT CARE— TRAINING ALERTS & UPDATES

Trillium is committed to equitable, person-centered care. Review the latest cultural competency training opportunities and recently updated, NC DHHS-approved trainings.

 [View current trainings and updates here.](#)

ROADMAP 2 READY: OCTOBER 2025

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



Major earthquakes are unusual in North Carolina, but they can happen. In August 2020, a 5.1 magnitude earthquake was centered near Sparta, NC and caused significant damage. Many people in North Carolina felt the 5.8 magnitude quake centered near Louisa, Virginia in August 2011.

This year's **International ShakeOut Day is October 16**, when millions of people worldwide will participate in earthquake drills at work, school, or home! At 10:16 a.m. (local time) on 10/16, you can join millions of people across the world practicing [earthquake safety](#).

Your ShakeOut Drill can meet the training and plan testing requirements of the CMS Rule:

-  **Training:** Conduct and document initial and annual training on your emergency preparedness policies and procedures to all staff, participants, volunteers, and contractors;
-  **Exercises:** Must conduct and document two exercises annually:
 - One must be a community-based CMS Defined Full-Scale Exercise;
 - The other exercise can be a second Full-Scale or Tabletop Exercise.

For more information on how to register and host the drill at your facility or place of business please visit: [How to Participate](#) webpage.

UPDATED 1915(I) ASSESSMENT REMINDER

Please be reminded that as of **October 1, 2025**, the updated 1915(i) assessment must be utilized for all new and reassessment eligibility reviews. Please share with your providers.

The [NC Medicaid 1915\(i\) Assessment](#) form, available on NC Medicaid's website, identifies a beneficiary's needed services and supports and informs the independent evaluation of 1915(i) eligibility determination and development of the Care Plan or Individual Support Plan.

The updated form includes new fields for the "Date Individual Requested 1915(i) Service" and the "Date 1915(i) Assessment Completed." Effective October 1, 2025, the revised NC Medicaid 1915(i) Assessment must be completed for a beneficiary requesting a 1915(i) service and for eligibility reassessments. Previous versions of the NC Medicaid 1915(i) Assessment published prior to August 1, 2025, will not be processed and returned marked as "unable to process."

STAKEHOLDER ENGAGEMENT/BEHAVIORAL HEALTH CLINICAL COVERAGE POLICY UPDATES

NC Medicaid is offering a second opportunity to join the virtual office hours for the 1115 Substance Use Disorder Demonstration Waiver clinical coverage policies included below. Health Plans and providers are encouraged to submit questions in advance for discussion during virtual office hours. These webinars are open to all stakeholders.

Webinar Dates & Times	MS Teams Links
Friday, October 24, 2025, 8:30 a.m. – 9:00 a.m.	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 234 594 153 273 9 Passcode: K4iG9gC2
8D-4 Clinically Managed Population Specific High- Intensity Residential Program	Dial in by phone +1 984-204-1487,,64260145# United States, Raleigh Find a local number Phone conference ID: 642 601 45#

Webinar Dates & Times	MS Teams Links
	Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 118 864 936 2 More info
Monday, October 27, 2025 8:30 a.m. – 9:00 a.m. 8D-5 Clinically Managed Residential Services	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 244 147 684 210 5 Passcode: jP67eX2f Dial in by phone +1 984-204-1487,,390264366# United States, Raleigh Find a local number Phone conference ID: 390 264 366# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 118 836 375 7 More info
Monday, October 27, 2025 11:30 a.m. – 12:00 p.m. 8D-6 Medically Monitored Intensive Inpatient Services	Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 254 594 564 618 8 Passcode: qd6E3Y6h Dial in by phone +1 984-204-1487,,484646523# United States, Raleigh Find a local number Phone conference ID: 484 646 523# Join on a video conferencing device Tenant key: ncgov@m.webex.com Video ID: 119 976 266 9 More info

Please email questions in advance for discussion during Virtual Office Hours to eboni.burton@dhhs.nc.gov.

MEDICAID REBASE RATE REDUCTIONS

The North Carolina Division of Health Benefits (DHB) provided official notification to Trillium Health Resources regarding changes to NC Medicaid fee schedule rates effective October 1, 2025. Trillium will be implementing the Medicaid rate cuts as directed by NC Medicaid on November 1, 2025; however, the implementation will be retroactive to the NC Medicaid effective date of October 1, 2025. Any claims submitted for dates of services in October of 2025 but paid at the previous rates will be recouped and paid at the October 1, 2025, Medicaid rates. Rate decreases will be applicable to all Medicaid rates per NC Medicaid guidance including client-specific and other enhanced rates.

Trillium is still in the process of determining the impact to In Lieu of Service rates based on an assessment of cost effectiveness.

Please [click here](#) for additional information related to the reduction amounts by service category. Trillium understands the challenges this creates for our provider community, and we will continue to advocate to reverse this decision. We will strive to make this process as seamless as possible for providers. Any questions related to this communication can be submitted using this link: [Provider Questions-Rate Reductions](#).

Thank you for all that you do to support Trillium members!

TAILORED PLAN/PIHP PROVIDER MANUAL

Trillium Health Resources has updated the Tailored Plan/PIHP Provider Manual. A redline version has been posted on our website under "Provider Documents & Forms" for your review. [Click here](#) to view the manual.

ROOT CAUSE ANALYSIS (RCA) IN TRANSITIONS TO COMMUNITY LIVING (TCL) HOUSING

As part of Trillium's commitment to the Olmstead Settlement Agreement, a top priority is ensuring that members with disabilities are fully integrated into their communities and supported in maintaining permanent housing. To achieve this goal, Trillium has established a policy to carefully review housing separations for TCL members when they occur due to significant negative events.

This review takes place through the Root Cause Analysis (RCA) process, which helps identify underlying issues, develop action plans, and implement strategies to prevent future disruptions in housing stability. The RCA process ensures that each separation is fully examined, keeping members' long-term stability at the center of care.

EVENTS THAT TRIGGER AN RCA

For TCL members, an RCA is conducted when any of the following occur:

- 🌱 Housing separation due to member death
- 🌱 Housing separation due to Level 3 incident
- 🌱 Loss of housing resulting in homelessness
- 🌱 Return to or new admission to an Adult Care Home (ACH)

THE RCA PROCESS

- 🌱 Initiation: When a significant negative event occurs, Trillium TCL staff complete an internal report and notify Trillium's Quality Management (QM) Department, initiating the RCA process.
- 🌱 Review: For events involving death or Level 3 incidents, QM retrieves and reviews the IRIS report. For homelessness or admission to an ACH, QM will email the provider and request completion of the Provider Event Reporting Form within 3 business days. (These events typically do not require IRIS reports.)
- 🌱 Provider Role: Provider feedback through either the IRIS report or Provider Event Reporting Form is critical. It gives valuable perspective on the circumstances surrounding the housing separation and helps inform Trillium's review.

By working together in this structured process, we can reduce the likelihood of housing disruptions and strengthen long-term community integration for TCL members.

For questions about the RCA process, please contact RCA@TrilliumNC.org.

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

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 NOVEMBER AND 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:

 [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.