

To: All Providers

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

Date: December 19, 2025

Subject: Required Update for All HCBS Provider Contact Information; Provider Forum Survey Announcement; Advanced Training Courses for Direct Support Professionals; NC Tracks Quick Links; Medicaid Rate Restoration; Join a Community Supporting Mental Wellness; Provider Information Sessions: NC Child Welfare Trauma-Informed Assessment; Message from DMH/DD/SUS Director; Roadmap 2 Ready: December 2025; Innovations Waiver Out of State Service Request; Notice of Rate Adjustment: Peer Support Group (H0038HQ); Claims Inquiry Submissions; Request For Proposal-Individual Placement and Support (Supported Employment); Mobile Crisis is Live!; Request for Application (RFA) High-Fidelity Wraparound Services; Provider Accreditation Requirement; Culturally & Linguistically Competent Care-Training Alerts & Updates; Provider My Learning Campus Reminder; Need to Report Fraud, Waste, and Abuse?

NEW

REQUIRED UPDATE FOR ALL HCBS PROVIDER CONTACT INFORMATION

OBJECTIVE:

NC Medicaid is enhancing the Home and Community Based Services (HCBS) Database to maintain compliance with the HCBS Final Rule and the Centers for Medicare & Medicaid Services (CMS)-approved HCBS Final Transition Plan. All providers of HCBS in North Carolina must update their contact information to support this initiative. More details regarding the database enhancement project will be provided soon.

ACTION REQUIRED BY PROVIDERS:

After December 19, 2025, all providers offering HCBS (including 1915(c) Waivers: Innovations, TBI and Community Alternatives Program for Disabled Adults (CAP/DA) Adult Day Health services) are required to update their contact information for each submitted and approved Provider Self-Assessment site.





Deadline: February 28, 2026

HOW TO COMPLETE THE UPDATE:

Your assigned health plan(s) will send you a spreadsheet detailing your approved, validated HCBS sites. Follow these steps:

1. **Review** columns AF and AG (Contact email and contact number) of the spreadsheet to identify any needed updates.
2. **Update** the contact information directly in the spreadsheet if changes are necessary.
3. **Return** the completed and updated spreadsheet to your Health Plan contact.

Important Notes:

-  **Do not** update the Provider Self-Assessment in the database directly.
-  **Only** use the spreadsheet provided by your assigned Health Plan(s).
-  Your health plan will provide specific guidance on completing and returning the required updates.
-  Health plans are responsible for uploading the edited data and submitting it to NC Medicaid.

PROVIDER FORUM SURVEY ANNOUNCEMENT

Trillium Health Resources is requesting feedback from contracted providers through the Provider Forum Survey.

The survey focuses on your experience with Provider Forums, including topics, communication, and overall usefulness. Your input helps us improve future forums and better support your organization.




The survey below takes about five minutes to complete. Thank you for sharing your feedback and for your continued partnership with Trillium Health Resources.

[Provider Forum Survey](#)





ADVANCED TRAINING COURSES FOR DIRECT SUPPORT PROFESSIONALS

The North Carolina Department of Health and Human Services, in partnership with the NC Community College System, is excited to continue the free Advanced Direct Support Professional (DSP) Training program for current and aspiring DSPs. Registration for Spring 2026 courses is open now with courses beginning in January 2026.

PROGRAM HIGHLIGHTS:




-  Two eight-week virtual courses for flexible participation
-  Offered through Stanly, Asheville-Buncombe, and Forsyth Technical Community Colleges
-  Designed to enhance skills and open career opportunities in supporting people with intellectual and developmental disabilities

REGISTRATION INFORMATION:

-  Asheville-Buncombe Technical Community College: [A-B Tech Direct Support Professional Training](#)
-  Stanly Community College: [Stanly Direct Support Professional Training](#)
-  Forsyth Technical Community College:
-  Call 336-734-7023 and ask to register for Direct Support Professional training courses

Visit the [Forsyth Tech Direct Support Professional Training](#) webpage to learn more

NCTRACKS QUICK LINKS

-  [DMH/DD/SUS Director Highlights Stigma Reduction Efforts](#)
-  [i2i Center for Integrative Health Winter Conference Lived Experience Scholarships Available](#)
-  [Inclusion Connects Success Story Survey Tools](#)
-  [Winter Wellness: Supporting Mental Health and Emotional Wellness in Long-Term Care](#)
-  [NCDHHS Launches Student Loan Repayment Program to Strengthen Mental Health, Substance Use, I/DD and TBI Workforce](#)
-  [Join a Brain Injury Advisory Council Subcommittee](#)

REMINDERS

MEDICAID RATE RESTORATION

Trillium Health Resources is in the process of **reverting the Medicaid rates** back to the prior rates that were in place on **September 30, 2025**, as required by NCDHHS. We will publish an updated Fee Schedule once all rates are restored.

As we complete this work, please continue to use the rates currently in our system. Trillium will automatically reprocess any impacted claims once the restoration rate is finalized.

Please note:

- 🌱 The restored rates will replace the 3%, 8%, and 10% reductions that took effect on October 1, 2025.
- 🌱 Any Medicaid claims paid at the reduced rates will be reprocessed automatically. No action is needed from providers.
- 🌱 Updated claims will appear in your Remittance Advice once reprocessing is complete.

More communication to follow once a timeline has been established for claims reprocessed at the higher rate for service dates November 1, 2025, through December 10, 2025.

If you have questions about these updates, please contact the Rates Team at: RatesFinance@TrilliumNC.org.

JOIN A COMMUNITY SUPPORTING MENTAL WELLNESS

Trillium is launching the evidence-based Community Resiliency Model (CRM) to empower the Trillium community to improve their well-being while supporting others.

What we pay attention to grows

Join a Community Supporting Mental Wellness

Trillium is launching the evidence-based **Community Resiliency Model (CRM)** to empower the Trillium community to improve their well-being while supporting others.

CRM Highlights

- **What is CRM?**
Human beings have common, biological reactions to stressful and traumatic events. CRM is the brain science behind regulating our nervous system.
- **Learn CRM Skills**
The model teaches in-the-moment body awareness skills that help regulate stress and bring your nervous system back into balance.
- **What's In It For Me**
Connect with community members and become one of our first CRM Guides to best support you and others well-being!

Workshops for the Community
Click on the time linked below to register now!

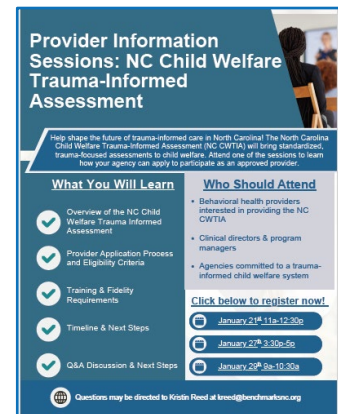
Tuesday, January 6th
230 Government Center Drive
Wilmington, NC 28403
[1pm-4pm](#)

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Trillium HEALTH RESOURCES NCDHHS

PROVIDER INFORMATION SESSIONS: NC CHILD WELFARE TRAUMA-INFORMED ASSESSMENT

Help shape the future of trauma-informed care in North Carolina! The North Carolina Child Welfare Trauma-Informed Assessment (NC CWTIA) will bring standardized, trauma-focused assessments to child welfare. Attend one of the sessions to learn how your agency can apply to participate as an approved provider.



MESSAGE FROM THE DMH/DD/SUS DIRECTOR

Dear Community Partner,

Thank you for your continued commitment to the people of North Carolina. We know the provider rate reductions implemented in October created real challenges for you, your staff, and the individuals you serve. Those reductions were necessary to keep the Medicaid program solvent in the absence of adequate funding from the General Assembly.

Recent court rulings now require NCDHHS to reverse those reductions and restore rates to their September 30, 2025 levels. While this change brings short-term relief, it is important to be clear: **the underlying financial crisis has not been resolved.**

Medicaid is currently underfunded by \$319 million. With the rate reductions no longer an available tool at this time, NCDHHS now has no remaining mechanisms to responsibly manage this funding gap. As a result, the Medicaid program is projected to run out of money early next year.

If this happens, the consequences will be far more severe than the rate change. The stability of the entire Medicaid program—and the care provided to more than three million North Carolinians—is at risk.

We want to ensure you have a clear understanding of the situation:

- 🌱 The restoration of rates does not mean the problem has been resolved.
- 🌱 The financial risk to Medicaid is greater now than before.
- 🌱 Decisions about future funding are solely in the hands of the General Assembly.

We will continue to communicate transparently as the situation evolves and keep you informed of any developments that may affect the people you serve. We remain deeply grateful for your partnership and dedication during this time of significant uncertainty.

All my best,

Kelly

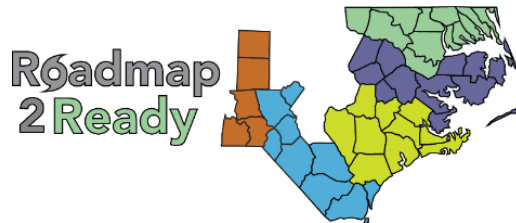
Kelly Crosbie, MSW, LCSW

(she/her)

Director, Division of Mental Health, Developmental Disabilities, and Substance Use Services

North Carolina Department of Health and Human Services

ROADMAP 2 READY: DECEMBER 2025



Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. We have covered 10 important emergency preparedness topics this past year. This month will serve as a reminder of the different resources that have been shared.

- 🌱 [North Carolina Healthcare Preparedness Coalitions & Hazard and Risk Assessments](#)
- 🌱 [Power Outage toolkit for businesses](#)
- 🌱 [Missing Consumer or member planning](#)
- 🌱 [Making individualized emergency plans to assist your organization](#)
- 🌱 [Tabletop exercises](#)
- 🌱 [Extreme heat and alternate sources of energy](#)
- 🌱 [Preparedness: Planning for supplies and food](#)
- 🌱 [Reviewing emergency plans with staff](#)
- 🌱 [Earthquake safety & tabletop exercises](#)
- 🌱 [Updating your organization's contact information with 911](#)

We hope that these monthly topics are helpful and provide actionable resources to assist your agency/organization to be better prepared in case of any emergency. If you have any questions or are looking for specific resources please contact Audrey Hart, Audrey.Hart@TrilliumNC.org.

INNOVATIONS WAIVER OUT OF STATE SERVICE REQUEST

When a provider is requesting to provide Innovations Waiver service to a member outside of North Carolina, they must complete the Out-of-State Service request form and send to the assigned Care Manager. The Care Manager will review for approval. Once approved the Care Manager will send the signed form to the provider agency. This form should be saved within the member's medical record. Providers do not need to send the form to Utilization Management.

NOTICE OF RATE ADJUSTMENT: PEER SUPPORT GROUP (H0038HQ)

Trillium Health Resources is implementing a rate adjustment for Peer Support Group Services (H0038HQ). Beginning January 1, 2026, the reimbursement rate will set to \$3.74.

The updated rate will apply to all dates of service on or after January 1, 2026. Providers should review their billing processes, service delivery, and any related internal procedures to prepare for this transition.

For questions or additional clarification, please contact the Trillium Rates Team at RatesFinance@TrilliumNC.org.

We appreciate your continued partnership and commitment to supporting members in our network.

CLAIMS INQUIRY SUBMISSIONS

As part of our efforts to streamline communication and improve efficiency, the Claims Inquiry Form will be removed from our website effective 1/9/2026.

Moving forward, providers should continue to submit all claim-related inquiries through our Claims Support ticket queue via ClaimsSupport@TrilliumNC.org. This centralized process will allow us to ensure faster routing and response times and increase overall communication and follow up.

REQUEST FOR PROPOSAL: INDIVIDUAL PLACEMENT AND SUPPORT (SUPPORTED EMPLOYMENT)

The purpose of this Request for Proposal (RFP) is to invite service providers to increase access to Individual Placement and Support-Supported Employment (IPS-SE) in Bertie, Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Martin, Northampton, Pasquotank, Perquimans, Tyrell, and Washington counties.

[Request for Proposal-Individual Placement and Support \(Supported Employment\)](#)

All timelines are tentative and subject to change.

Question & Answer (Q&A) Submission Deadline	November 21, 2025
Question and Answer Results Posted	December 5, 2025
Submission Deadline Submit Proposal	December 31, 2025
RFP Award Notification	January 16, 2026

MOBILE CRISIS IS LIVE!

Trillium in partnership with Integrated Family Services, Daymark, and Southeastern Integrated Care has expanded State funded, Medicaid Tailored Plan, and Medicaid Direct Mobile Crisis Management (MCM) services into Robeson, Scotland, Hoke, Lee, Moore, Anson, Richmond, Montgomery, Randolph and Guilford counties.

Mobile Crisis Management involves all support, services and treatments necessary to provide integrated crisis response, crisis stabilization interventions, and crisis prevention activities. MCM services are available anytime, 24 hours a day, 7 days a week, and 365 days a year.

Crisis response provides an immediate evaluation, triage and access to acute mental health, intellectual/developmental disabilities, or substance abuse services, treatment, and supports to effect symptom reduction, harm reduction, or to safely transition persons in acute crises to appropriate crisis stabilization and detoxification supports or services. These services include immediate telephonic or telehealth response to assess the crisis and determine the risk, mental status, medical stability, and appropriate response.

REQUEST FOR APPLICATION (RFA) HIGH-FIDELITY WRAPAROUND SERVICES

Trillium Health Resources is expanding High-Fidelity Wraparound (HFW) Services within Trillium's catchment area and is recruiting providers for the following identified counties: Northampton, Hertford, Pamlico, Hyde, Dare, Tyrrell, and Washington.

Trillium is seeking providers that demonstrate the capability and capacity to provide HFW services to achieve desired outcomes; including increased family assets and functioning and reduced out-of-home residential treatment and inpatient hospitalizations.

For more information and application, please visit our [Request Opportunities](#) section on the website.

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](#).

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, NCDHHS-approved training.

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

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.