



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Announcements

#### Reminder—Joint NC DMHDDSAS and DHB Update for NC Providers

**Thursday, March 3, 2022 - 3:00 p.m.**

#### **Participant Log-In Information:**

[Please register](#) for Joint DMH/DHB Monthly Provider Call on Jan 6, 2022 3:00 PM EST.

After registering, you will receive a confirmation email containing information about joining the webinar.

 [Closed Captioning](#)

Please feel free to share with other providers in your network or catchment area

Panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have. In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

#### **Medicaid Transformation Resources:**

-  [Medicaid Transformation](#)
-  [Proposed Program Design](#)
-  [Provider Playbook Medicaid Managed Care](#)
-  [Tailored Care Management](#)
-  [Behavioral Health IDD Tailored Plan](#)

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions coming in so that we can ensure that questions are answered in a timely manner by the appropriate subject matter experts. In order to do this we have two portals for incoming questions which are an email [Bhidd.helpcenter@dhhs.nc.gov](mailto:Bhidd.helpcenter@dhhs.nc.gov) or [web portal](#). Please help us better our response time by using these avenues for submitting questions.

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## Single Sign-On (SSO)

Trillium is aware that many are having issues logging in to Provider Direct. This weekend, Trillium implemented Single Sign-On (SSO) to meet necessary security efforts. If you are having issues or receiving an error message when logging into Provider Direct or certain sections within Provider Direct, please try logging completely out of your old session and then logging back into a new session. This should resolve the issue. If it does not, please submit a Ticket at [PDsupport@TrilliumNC.org](mailto:PDsupport@TrilliumNC.org) and we will look into this for you.

**DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to [IT.Support@TrilliumNC.org](mailto:IT.Support@TrilliumNC.org).**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

