

Transforming Lives.
Building Community Well-Being.



Tailored Plan Provider Session

Network Management Department



Tailored Plan Provider (recorded & accessible)

June Sessions

June
6

Claims - Provider Session (3:30pm-4:30pm)

June
11

Network Management - Provider Session (5:30pm-6:30pm)

June
20

Utilization Management - Provider Session (3:30pm-4:30pm)

June
26

Tailored Care Management - Provider Session (2:00pm-3:00pm)

Question & Answer Chat

and

Live Discussion



Q&A via the chat box throughout the meeting and allotted time for Q&A at the end of the presentation.



Submit your questions using the Chat feature during the meeting. We will have Subject Matter Experts responding in the chat to questions throughout the meeting.



If there are questions that require more research, we will review them and provide the answer in the Frequently Asked Questions Document (FAQ) that is posted on our website.



Accessing the Chat feature in WebEx.

The image shows a WebEx meeting interface with a Trillium Health Resources logo. A blue arrow points to the chat bubble icon in the bottom toolbar. A circular inset shows a magnified view of the toolbar icons: 'Apps', a person icon, and the chat bubble icon. Another blue arrow points to the chat bubble icon in the magnified view. A second screenshot shows the chat window open, with a blue arrow pointing to the 'Write a message' input field.

Click on the Chat Bubble icon.

Apps

Trillium HEALTH RESOURCES

Chat

Everyone Direct

Messages to everyone will be saved after the meeting.

Ready, set, chat 🚀

Start with a message, a link, or even a fun GIF.

Write a message

Type question here.



Today's Agenda

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Questions



Overview of Tailored Plan Partnerships and Provider Resources

Linda Hawley Isbell, MA, CI
Network Director

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Tailored Plan Partnerships





Resources for Providers

- ❖ All Behavioral Health contracted providers are assigned a Provider Relations and Engagement Coordinator as your first point of contact for any questions.
- ❖ Call the Provider Support Service Line (PSSL) at (855) 250-1539
 - ❖ PSSL is available Monday through Saturday from 7 a.m. to 6 p.m. including federal holidays.
- ❖ Email Provider Relations and Engagement at NetworkServicesSupport@TrilliumNC.org
- ❖ Review the Trillium Health Resources website www.TrilliumHealthResources.org





Overview of Trillium's Provider Page - Demonstration

Kim Wagner, MBA and Chauncey Dameron, MBA
Provider Relations and Engagement Managers



BH I/DD Tailored Plan Provider Network and Contracting

Rebecca Basden, MBA

Contracts Manager

BH I/DD Tailored Plan Provider Network

- ❖ A BH/I/DD Tailored Plan is an NC Medicaid Managed Care health plan that offers behavioral health, physical health, pharmacy, and care management services for members who may have:

- Mental health or severe substance use disorders
- Intellectual/developmental disabilities (I/DD)
- Traumatic brain injuries (TBIs)



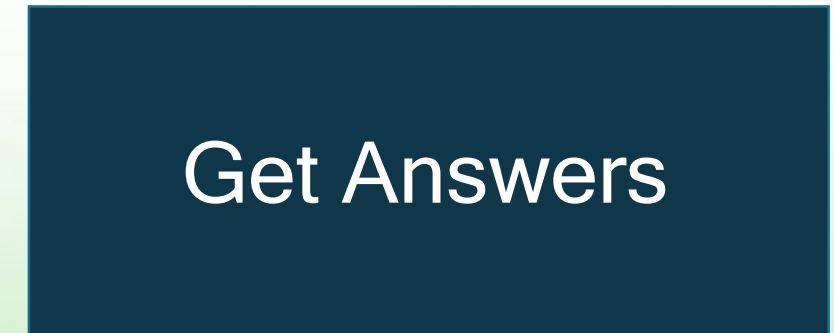
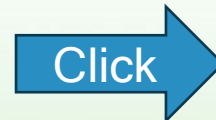
- ❖ Behavioral Health Network includes (not all inclusive):

- Child and Adolescent Day Treatment
- Community Support Team (CST)
- Intensive In-home
- Multi-systemic Therapy (MST)
- Psychiatric Residential Treatment Facilities (PRTFs)
- Psychosocial Rehabilitation (PSR)
- Residential Treatment
- Substance Abuse Medically Monitored Residential Treatment
- Substance Abuse Non-Medical Community Residential Treatment
- Innovations Waiver services
- Intermediate Care Facility for individuals with Intellectual Disabilities (ICF-IID) services
- State-Funded (non-Medicaid) services
- TBI Waiver services
- Transitions to Community Living (TCL) program services



- ❖ Physical Health Network includes (not all inclusive):

- ❖ Routine Doctor Visits
- ❖ Medical Supplies
- ❖ Lab tests & X-rays
- ❖ Prescriptions
- ❖ Hospice
- ❖ Vision





Contracting Requirements

- ❖ Trillium maintains a closed network for behavioral health and I/DD services.
 - ❖ Want to join the Behavioral Health Network?
 - ❖ Review the [Provider Network Participation Opportunities](#) on Trillium's website, or
 - ❖ Email NetworkServicesSupport@TrilliumNC.org

- ❖ Trillium maintains an open network for all physical health providers.
 - ❖ Want to join the Physical Health Network?
 - ❖ Contact Carolina Complete Health
 - ❖ Email: networkrelations@cch-network.com
 - ❖ Call: (833) 552-3876

- ❖ All providers must:
 - ❖ Be a participating provider in the NC Medicaid program.
 - ❖ Be enrolled and set up correctly in NCTracks, the multi-payer Medicaid Management Information System for the NCDHHS.
 - ❖ Billing and rendering affiliations are correct
 - ❖ Taxonomies cover the services requested
 - ❖ Service location addresses are active and listed as 003 or higher
 - ❖ Medicaid Health Plan is active
 - ❖ Applicable Facility Licenses are reflected
 - ❖ Applicable Accreditations are reflected



Behavioral Health Contracting

❖ On July 1, 2024, Trillium will utilize three main types of contract agreements for Tailored Plan:

- ❖ Tailored Plan Procurement Contract (Full Contract)
- ❖ Provider Payment Agreement (Hospital In-patient services)
- ❖ Out-of-Network Single Case Agreement (All other services)

❖ Provider Payment Agreements and Out-of-Network Single Case Agreements apply to providers that do not have a full contract with Trillium.

❖ Trillium is prohibited from reimbursing Out-of-Network providers no more than 90% of the Medicaid Fee for Service Rate.

- ❖ Exclusions to this rule may include, but are not limited to:
 - ❖ First 91 calendar days following BH I/DD Tailored Plan Launch (7/1/2024 to 9/30/2024)
 - ❖ Emergency Services
 - ❖ Post-Stabilization Services
 - ❖ Services provided to a member during a Transition of Care episode
 - ❖ Behavioral Health, I/DD, and TBI services when the provider has not been offered a full contract
 - ❖ Physical Health and Pharmacy services when the provider has not been offered a full contract



Behavioral Health - Out-of-Network Single Case Agreements

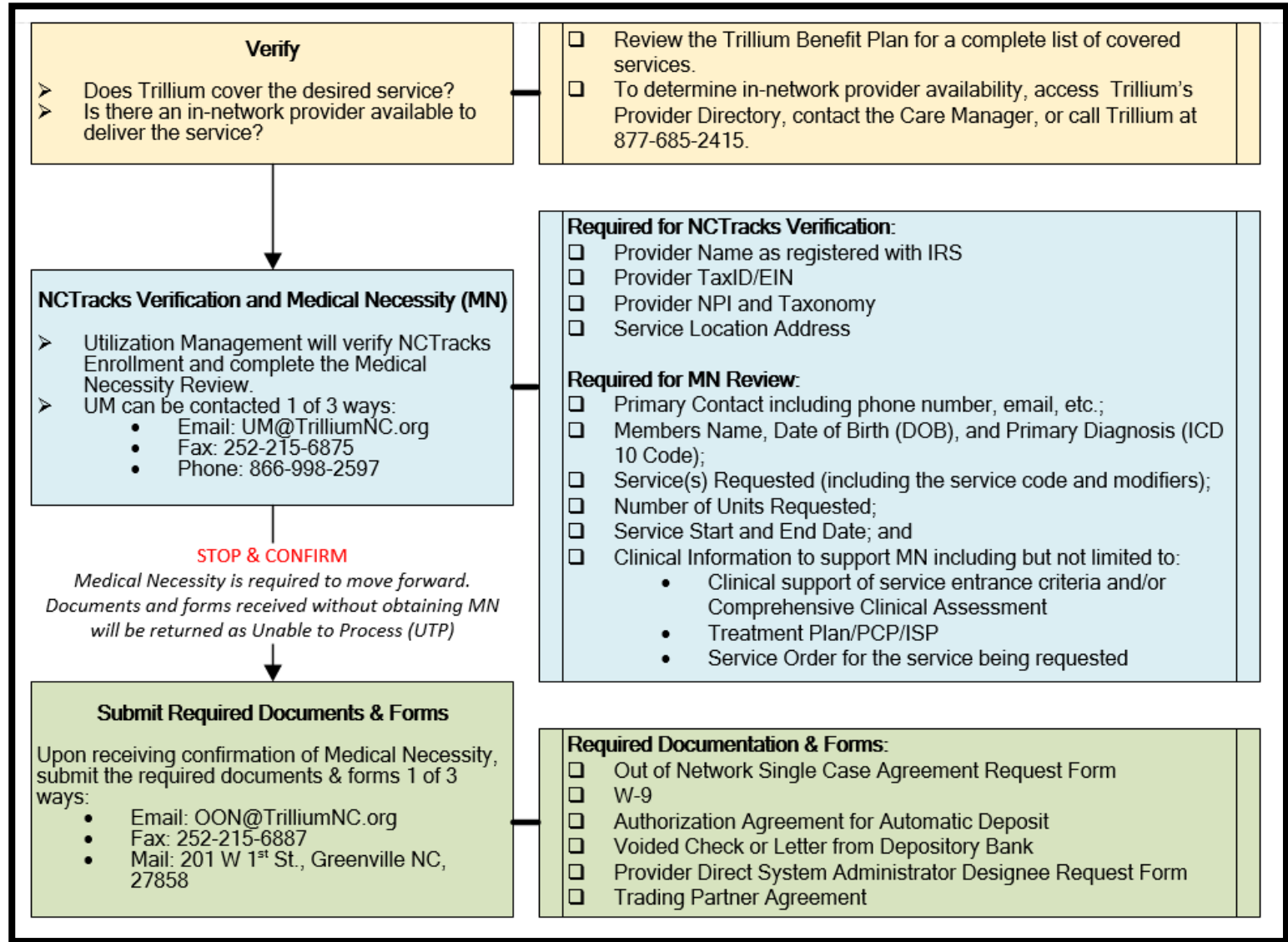
- ❖ Single Case Agreements are used to ensure continuity of care and access to services for members who require medically necessary services from a provider that is out-of-network.
 - ❖ This does not apply to emergency services.
- ❖ Single Case Agreements:
 - ❖ Are required when an out-of-network provider is serving a member who is enrolled with Trillium.
 - ❖ Are member-specific, and providers must follow the out-of-network process each time a new member or new service is needed.
 - ❖ End on June 30 of each year and reissued, as applicable, effective July 1.
- ❖ Out-of-Network applies to providers that do not have a full contract with Trillium.
- ❖ Fully contracted in-network providers must submit their request to add service codes or service locations to Network Development.
 - ❖ NetworkServicesSupport@TrilliumNC.org
 - ❖ (855) 250-1539





Behavioral Health Out-of-Network Process

- ❖ Review the Out-of-Network Process:
www.trilliumhealthresources.org/contracting-trillium
- ❖ Review the Trillium Benefit Plan:
www.trilliumhealthresources.org/providers/benefit-plans-service-definitions
- ❖ Review the Trillium Provider Directory:
www.trilliumhealthresources.org/provider-directory
- ❖ Have questions about this process?
OON@TrilliumNC.org





Physical Health Provider Network

Jesse Hardin

Carolina Complete Health Network

Director, Communications and Program Implementation



Open Physical Health Network

Trillium maintains an **open physical health provider network**.

Carolina Complete Health is working as a delegate to build the physical health network for Trillium.

Physical health providers may join the Trillium network through Carolina Complete Health's [Contract Request Form](#).

Providers do not have to be a participating CCH Standard Plan provider to join the Tailored Plan network.

- ❖ If you are not in network with Trillium Tailored Plan, you will be considered 'out-of-network' and subject to prior authorization requirements.*
- ❖ Out-of-network providers may be subject to a reduced reimbursed rate at 90% of the Medicaid Fee Schedule.*

For questions about your contract status, email NetworkRelations@cch-network.com

*Following Tailored Plan Launch flexibilities set by NCDHHS: [Read More](#)

carolina complete health network

About Us | Provider Resources | Prior Authorization | Provider Communications | Contact Us

Join The Network

Provider Resources

Provider-Led Medical Policy

Join the Network

Carolina Complete Health (CCH) is the only Provider-Led Entity (PLE) in North Carolina Medicaid Managed Care.

NC Medicaid Credentialing



Prior to contracting with Trillium, providers must be credentialed with NC Medicaid.

NCTracks is the “system of record” for provider enrollment data.

View our [Provider Guide: Provider Enrollment and Data \(PDF\)](#) for more information.

Update Provider Record

- If provider/organization information in the online directory is out-of-date or inaccurate, the provider should complete a Manage Change Request (MCR) via the NCTracks Secure Provider Portal to correct it (inclusive of updates to demographic information, languages, and services).
- If the individual to organization Provider Affiliation information is incorrect, the provider for the affiliated individual provider must update the group affiliation on the individual provider's record.

Taxonomy Updates

- Due to a recent update in the NCTracks system, providers may now select and terminate a taxonomy on their record in suspension status if the provider deems the taxonomy as no longer applicable to services rendered.
- To validate your taxonomy code, please use the NCTracks: How to view and update Taxonomy on the Provider Profile in NCTracks User Guide.

Vision Services through Centene Vision Services (Formerly Envolve)

Please note, medical ophthalmology services are considered physical health services and use physical health claim and authorization methods

Optometrists should contract and submit claims through Envolve. More information can be found in the [CCH Provider Manual](#).

Envolve Vision Provider Web Portal	<ul style="list-style-type: none">• https://www.envolvevision.com/logon• Eye Health Manager (available 24/7)<ul style="list-style-type: none">• Verify member eligibility and benefits• File claims and review claim status• Use audit tools• Download, research, and reprint EOPs
Envolve Vision Paper Claims	<ul style="list-style-type: none">• Envolve Vision, Attn: Claims PO Box 7548 Rocky Mount, NC 27804
Envolve Electronic Claim Submission	<ul style="list-style-type: none">• Change HealthCare Payer ID#56190
Envolve Customer Services	<ul style="list-style-type: none">• 1-833-224-0516

Physical Health Claim Submission

Method	Physical Health Provider Claims Submission
Electronic	Trillium Physical Health Portal* (*Not available for OON providers) provider.trilliumhealthresources.org
Paper	Trillium Health Resources/Carolina Complete Health Attn: Claims PO Box 8003 Farmington, MO 63640-8003
Clearinghouse/ SFTP	Provider's Clearinghouse connection to Availity for Claims processing.
Payor ID	68069

These methods will get the physical health claim to CCH for processing

Timely Filing and Claims Payment

- ❖ Contracted providers have 365 calendar days from the date of service (Professional) or date of discharge (Hospital).
- ❖ Non-contracted providers have 180 calendar days from the date of service (Professional) or date of discharge (Hospital).
- ❖ Trillium physical health claims payments are issued weekly. Check run is Wednesday with payment issued the following business day.
- ❖ Contracted providers can sign up for EFT/ERA through Payspan.
- ❖ Out-of-Network providers will receive paper checks.

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Auth Request Submission

Prior Authorization Request

Authorization approves the medical necessity of the requested service only. It does not guarantee payment, nor does it guarantee that the amount billed will be the amount reimbursed. The beneficiary must be Medicaid or NC Health Choice eligible and a Carolina Complete Health member on the date of service. See reverse side for instructions.

I. GENERAL INFORMATION

1. Name (Last, First, M.I.) _____ 2. Date of Birth (MM/DD/YY) _____ 3. NC Medicaid ID Number _____

4. Address (Street, City, State, Zip Code) _____

5. Diagnosis Code _____ 6. Diagnosis Description _____

7. Name and address of facility where services are to be rendered, if other than home or office _____

II. SERVICE INFORMATION

8. REF. NO.	9. Procedure Code	10. From	11. Through	12. Description of Service/Item	FOR PLAN USE ONLY		
					13. QTY or Units	APRN	Amount Allowed if Provided by Report
(1)							
(2)							
(3)							
(4)							
(5)							
(6)							
(7)							
(8)							
(9)							
(10)							

14. Detailed explanation of Medical Necessity for Services/Equipment/Procedures/Prostheses (Attach additional pages if necessary)

III. PROVIDER

15. Provider Name _____ 16. Address _____ 17. NPI and TAX ID _____

IV. PRESCRIBING/PERFORMING PRACTITIONER

18. Provider Name _____ 19. Telephone _____ 20. Address _____ 21. NPI and TAX ID _____

22. Tax Number _____

V. FOR PLAN USE ONLY

23. (Internal Use Only) Refer to Table above by reference numbers (REF. NO.)

IF APPROVED: Services Authorized to Begin _____ Date _____ Reviewed by Signature _____

- ❖ Trillium Physical Health authorizations are reviewed by Carolina Complete Health
- ❖ Providers have three methods to submit authorizations:
 - Portal*: provider.trilliumhealthresources.org (*Not available for OON Providers)
 - Phone: 833-552-3876
 - Fax (Fax Form)
 - Physical Health Outpatient: 833-875-0930
 - Physical Inpatient:
 - Face Sheets: 833-875-0650
 - Concurrent Reviews: 833-875-2264



Out-of-Network Authorizations

- ❖ **Most out-of-network services and providers require prior authorization.**
 - **Exclusions:** emergency services, primary care, family planning, post stabilization services, and tabletop x-rays.
- ❖ At the time of requesting an auth, the provider should indicate they are an out-of-network provider.
- ❖ Carolina Complete Health will review the authorization for medical necessity.
- ❖ If the authorization is approved, Carolina Complete Health contracting team will outreach to the provider to discuss a single case agreement.

Provider Manuals

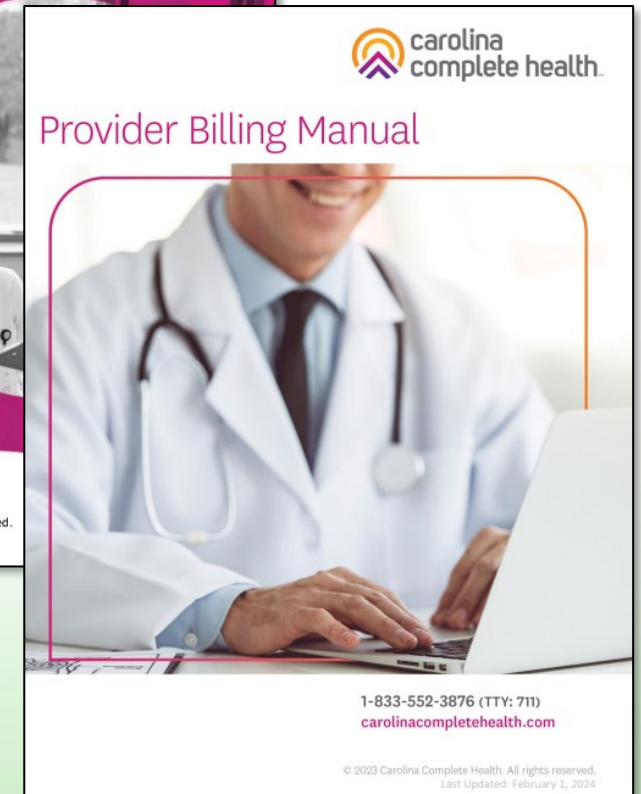
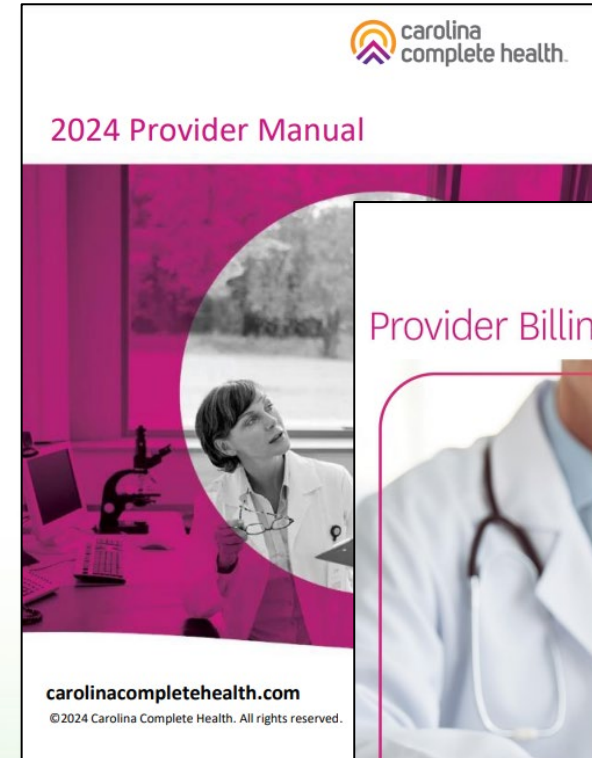


❖ The Manuals include a wide array of important information relevant to providers including, but not limited to:

- ❖ Network information
- ❖ Billing guidelines
- ❖ Claims information
- ❖ Regulatory information
- ❖ Key contact list
- ❖ And much more!

❖ <https://network.carolinacompletehealth.com/guides>

❖ You will be notified of updates via notices posted on our website and/or in the monthly Provider Pulse newsletter.





Provider Communications

❖ Keep up with our communications online or by subscribing to our newsletter

<https://network.carolinacompletehealth.com/provider-updates/cchn-bulletins-and-newsletters.html>

The screenshot shows the website for Carolina Complete Health Network. The header includes the logo and navigation links: About Us, Provider Resources, Prior Authorization, Provider Communications, and Contact Us. A sidebar on the left contains 'Provider Updates' and 'Provider Communications'. The main content area is titled 'Provider Announcements' and 'Provider Communications'. It includes a paragraph about finding communications and a link to subscribe. Below this, a list of communications for May 2024 is provided, each with a date and a link to the document.

carolina complete health network

About Us ▾ Provider Resources ▾ Prior Authorization Provider Communications Contact Us

Provider Updates

Provider Communications

Provider Announcements

Provider Communications

Please find below a collection of communications, bulletins, and newsletters sent to Carolina Complete Health providers. If you are not receiving these emails and would like to subscribe, [please fill out this form](#).

May 2024

- [May 8, 2024: Provider Pulse Newsletter](#)
- [May 6, 2024: Partners Secure Provider Portal, Training, and Information Packet](#)
- [May 6, 2024: Trillium Electronic Visit Verification Information](#)
- [May 3, 2024: Partners Electronic Visit Verification Information](#)
- [May 1, 2024: Trillium Physical Health Provider Portal and Information Sessions](#)

Contact Information



Provider Type	Team	Topics	Contact
Physical Health	CCHN Provider Relations	<ul style="list-style-type: none">• Contract Status	NetworkRelations@cch-network.com
Physical Health	CCHN Provider Engagement	<ul style="list-style-type: none">• Education and Orientation• Panel Status• Payspan Support• Physical Health Portal	network.carolinacompletehealth.com/engagement ProviderEngagement@cch-network.com
Behavioral Health	Provider Relations and Engagement	<ul style="list-style-type: none">• All questions	NetworkServicesSupport@TrilliumNC.org (855) 250-1539



Questions