



Transforming Lives. Building Community Well-Being.

Network Communication Bulletin #144

To: All Providers

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

Date: March 1, 2021

Subject: Attending NPI and Taxonomy Enhancements, Trillium Rate Increase Update, Provider Stories Needed, ECHO Survey/Feedback, Urgent Note for Providers, SOR2 GPRA Transition, Important TCLI Information- FREE Webinar Opportunities, Victory Junction Information, Listening sessions on applying to become a CMA/AMH+, Follow-Up to MFP Lunch and Learn Webinar - Services for Populations with Hearing Loss, MFP Lunch & Learn Webinar- Overview of Independent Living Program (DVR-IL), Trillium’s Provider Seal Program, ICD-10 Diagnosis Required on New Enrollments and Client Updates, Value Based Purchasing Learning Series, Disaster Planning, March Mental Health First Aid Training Opportunities, NC Medicaid Transition to Managed Care for Community Partners the Beneficiary Experience

ATTENDING NPI AND TAXONOMY ENHANCEMENTS

Effective 04/01/2021, Trillium will be enhancing our Attending NPI and taxonomy edits to support claim processing accuracy and reduce the number of denials received by providers. In addition, this enhancement may also reduce provider recoups along with provider time and resources in claim denial research and follow-up related to missing provider associations.

The Remittance Advice (RA) reason codes and descriptions that you may see associated with this enhancement are:

Reason Code	Claim Status	Reason Code Description
#1285	Pend	Pended for Attending NPI not associated with attending Taxonomy Code
#1168	Deny	Attending NPI not associated with attending Taxonomy Code
#1286	Pend	Pended for Attending Provider Taxonomy association is not active and effective for the date of service
#1287	Deny	Attending Provider Taxonomy association is not active and effective for the date of service

Another way to reduce claim denials is to (1) verify the Attending NPI is enrolled in NCTracks, (2) verify the Attending NPI is Active in NCTracks with a current Medicaid Health Plan and appropriate taxonomies, (3) verify the Attending NPI is associated with the Billing NPI in NCTracks and (4) verify the Attending NPI and Taxonomy codes have been associated to the Billing NPI with Trillium.



24-Hour Access to Care Line - 877.685.2415
 Business & Administrative Matters - 866.998.2597

TrilliumHealthResources.org



To add or associate an Attending NPI or Taxonomy code, please reach out to Trillium's Network Department at NetworkServicesSupport@TrilliumNC.org or, by completing the [Provider Change Form](#). If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com.

If you have any questions or concerns about the upcoming improvements, please contact your Claims Specialist by calling 866-998-2597 or emailing Claims2@TrilliumNC.org.

TRILLIUM RATE INCREASE UPDATE

Trillium has updated all applicable provider contracts for the temporary rate increases during COVID-19 as per Network Communication Bulletin # 133. The updated [COVID-19 rate table](#) can be found on Trillium's website.

INFORMATION FROM NCB #133- TEMPORARY RATE INCREASES DURING COVID-19 UPDATE

Trillium will be extending some of the rate increases that were implemented during the COVID-19 pandemic, and reducing others, through *March 31, 2021*. The increases are to be used for services that may require providers to pay overtime for staff when other staff cannot work due to COVID-19, OR due to paying direct care staff a higher rate for hazard pay during this event.

The rates will be extended in all applicable contracts through *March 31, 2021*. Trillium may audit records for providers that bill these codes to assure compliance with the billing and to ensure these enhanced rates do go to direct care staff. This bulletin impacts many services and rates, therefore, in order to view the specific rates please go to: [Trillium COVID-19 Rate Codes Table FY19-21](#)

CALLING ALL PROVIDERS...PROVIDER STORIES NEEDED!

Over the past few years, Trillium has made a concerted effort to reach out to our members and families to collect their stories and experiences. While annual reports and monthly spreadsheets are great (and required!) ways to track outcomes...it does a poor job of showing the true impact that services have on actual lives.

Through recorded interviews and personal narratives, we can better capture how members' lives have been changed and their well-being improved. Whether the proud face of someone receiving their diploma, or an honest recollection of struggles with substance use, a first-person connection is vital to illustrating the importance of what we all do.

Trillium would also like to start receiving similar submissions from our providers. If you have a member with a powerful story, a situation where you worked collaboratively with other organizations, or helped a member achieve a long-awaited goal...we want to hear about it.



Please email Info@TrilliumNC.org with your experience and we'll follow up on the necessary steps. Please note we may require member permission to share some details. Thank you for helping Trillium share these accomplishments!

TRILLIUM EXPERIENCE OF CARE AND HEALTH OUTCOMES (ECHO®) SURVEY FEEDBACK AND OPPORTUNITIES FOR IMPROVEMENT

Every year Trillium Health Resources and other LME/MCOs across the state participate in the Experience of Care and Health Outcome (ECHO®) Surveys. These surveys are administered to assess performance of the health plans and member perception of care they received through the North Carolina LME/MCOs and to assist in the development of quality improvement strategies. The survey is administered to a random sample of members from each LME/MCO who received at least one Medicaid funded behavioral health service through the LME/MCO within the preceding fiscal year.

This satisfaction survey for Child and Adult Medicaid members provides a comprehensive tool for assessing health care experiences. DataStat, Inc. conducted the most recent survey on behalf of the State of North Carolina Division of Health Benefits (DHB) and the Carolinas Center for Medical Excellence (CCME). Each survey has over 50 questions that provide specific details and insight into the counseling and treatment members receive as well as the quality of health care services provided by their health plan. The majority of questions focus on the health care experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and overall satisfaction with counseling and treatment.

Trillium received the state's analysis and also completed our own internal review of the results. It is important to share the results of surveys with our Network of Providers. Trillium is sharing this information in a summary format below. Any area(s) that were deemed lower scoring, were further evaluated to assess for "Opportunities for Improvement." The in-depth analysis of the child and adult surveys resulted in identification of the following areas as potential opportunities for improvement:

-  **Access to services via telephone** -The current pandemic has greatly impacted and expanded member's access to services via phone, video conference, etc. Due to the expansion of access using electronic modalities, Trillium determined that there were no additional interventions necessary.
-  **Care responsive to cultural needs** - Trillium has undertaken numerous interventions related to this item, including substantial updates to Trillium's Cultural Competency Plan (Plan). The Plan now incorporates National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the National CLAS Standards). Trillium engaged with stakeholders via organization wide town hall meetings and focus groups to open the lines of communication and to help advance and sustain culturally and linguistically appropriate practices and services within Trillium and the provider network. There are many additional interventions planned related to this topic. Due to this activity, no additional interventions are felt necessary at this time.
-  **Access to the correct services** - Upon further discussion and review with our Call Center/Customer Service leadership, an objective and measureable goal was established and is being measured regularly to ascertain if improvement is being made. Future plans associated with planned enhancements have been delayed due to COVID.

A complete report of the ECHO survey analysis can be located on Trillium's website at www.trilliumhealthresources.org under Strategic Planning and Outcomes.

[ECHO Survey: Adults](#)

[ECHO Survey: Children](#)

For feedback or questions, please contact the Trillium QM staff at QMinfo@trilliumnc.org

URGENT NOTE FOR PROVIDERS

Effective 03/01/2021, Trillium will no longer admit MH/SU members to state funded FBC/detox services when they have secondary insurance/ dual coverage and will no longer approve 3 way inpatient services for recipients who reside outside of our 26 county catchment area.

In our continuous efforts for Trillium to provide a higher level of patient care and to maximize our limited State dollars for those recipients who are indigent, uninsured and reside within our 26 county catchment area, Trillium will no longer approve admissions for state funded Facility Based Crisis and detox services if the recipient has any other insurance; as well as 3 way inpatient services for recipients who reside outside of our catchment area. This only applies to those recipients that have Mental Health/Substance Use diagnoses. This decision will also allow Trillium to meet certain follow-up metrics imposed by NCDHHS that have extensive penalties attached if they are not met.

SOR2 GPRA TRANSITION

North Carolina was awarded new State Opioid Response (SOR) funding from SAMHSA called SOR2. As part of the new funding allocation, SAMHSA is requiring that all providers complete an administrative GPRA discharge for all individuals currently served under the original SOR funding. In order to have services reimbursed from SOR2 funding, a new GPRA intake must be completed for that same individual. In addition, SAMHSA is requiring that the 6-month follow-up GRPA still be completed with that client for the original SOR 1 episode, as well as the 6-month follow up for the new SOR2 episode. Click [here](#) to access the memo from DHHS outlining this requirement. It contains the steps providers will need to take in order to meet the GPRA requirements. Questions concerning this transition should be directed to Ken Schuesselin, SOR Project Director, Addictions and Management Operations Section at DMH/DD/SAS. His email is ken.schuesselin@dhhs.nc.gov.

IMPORTANT TCLI INFORMATION - FREE WEBINAR OPPORTUNITIES

All staff and providers who are connected to TCLI initiatives are invited to attend the following FREE webinars:

BASICS OF COMMUNITY INCLUSION

Mar 18, 2021 11:00 AM Eastern Time (US and Canada)

(2-hour webinar)

Will focus on the following topics:

- 🌱 describe community inclusion;
- 🌱 discuss its foundation in law and policy;
- 🌱 explain its importance to the physical, cognitive, and mental health of people with significant mental health issues, and why it is important to enhance housing stability; and
- 🌱 briefly introduce the fundamentals for promoting community inclusion based on "[Well Together](#)."

The webinar is supported by funding from the North Carolina Department of Health and Human Services and is free to attendees.

Registration is required (see link below) and is limited to the first 500 registrants. Please note that the registration information you provide will be shared with LME/MCO TCLI staff.

[Register](#) in advance for this webinar.

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

SAVE THE WEBINAR LINK AND PASSWORD AS BOTH WILL BE REQUIRED TO ATTEND.

MANAGING RISK IN COMMUNITY INTEGRATION: PROMOTING THE DIGNITY OF RISK AND SUPPORTING PERSONAL CHOICE

Mar 30, 2021 11:00 AM Eastern Time (US and Canada)

(75- minute webinar)

Participation in the community involves some degree of risk. This session will offer training on:

- 🌱 how to identify and assess possible risks,
- 🌱 proactively take steps to reduce their likelihood of occurring, and
- 🌱 coming up with a plan for how to support someone should something actually occur.

The webinar will be based on the document that can be found [HERE](#).

The webinar is supported by funding from the North Carolina Department of Health and Human Services and is free to attendees.

Registration is required (see link below) and is limited to the first 500 registrants. Please note that the registration information you provide will be shared with LME/MCO TCLI staff.

[Register](#) in advance for this webinar.

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VICTORY JUNCTION FAMILY RETREAT WEEKENDS

We wanted to let you know about a unique opportunity that Trillium is offering to members and families for Victory Junction Family Retreat Weekends. Would you be willing to please share these fliers with members and families at your programs?

This year Victory Junction is not operating like a typical summer camp and is designed to be more of a family bonding experience and opportunity to use amenities at the site. The term “family” is somewhat flexible so invites are extended to caregivers, foster families, and other natural supports. Programming is open to any Trillium member between the ages or developmental ages of 6-16. Victory Junction is inclusive of all diagnoses, and all programming is the same across different weekends.

WHAT ABOUT COVID-19?

Victory Junction Family Retreat Weekends were very successful in the Fall...families were so happy just to get out of the house and be together in a different location. Each application goes through a medical review process and Trillium has even installed a temperature machine there. CDC guidelines are enforced so social distancing (12 feet at the camp) and masks in community areas are required. There are only 16 spots per weekend and staff will be limited this year to really focus on family togetherness.

ACTIVITIES/AMENITIES:

The days are structured so that if families want to go around and participate in activities together like horseback riding, bowling, crafts, and boating, they are on that site with their family only and doing that activity. In large outdoor spaces such as the lake, there may be another family present in another location. There is the option for more low-key activities, like fishing, hiking around camp, playing board games at the cabin, or relaxing on the front porch and talking to neighboring families in other cabins at a distance at any time. State of the art cabins including bathrooms, showers, electricity, and a stocked fridge can sleep up to 8 people. Foodservice is even being delivered to each cabin, special diets are accommodated too, and there is also an on-site medical center.

REGISTRATION:

Currently, we do not have any families registered for March...this weekend does require a Flu Vaccine, so if anyone is interested, please share the link, as the deadline is quickly approaching in March! Once families register, Trillium will contact the family and send the referral to Victory Junction. Their staff can answer detailed questions and will send families a link to the application. The application goes through a medical review process, and then families are off to camp!

- 🌱 Weekend 1: March 26-28—deadline **March 16**
- 🌱 Weekend 2: April 9-11—deadline **March 30**
- 🌱 Weekend 3: April 23-25—deadline **April 13**

For those who do not have computer/internet access or with limited technology literacy skills, Trillium and Victory Junction can help them register and apply over the phone.

Please be on the lookout for future Family Weekend Dates and announcements for Summer and Fall 2021 on our webpage [Victory Junction Weekend](#).

Contact Sarah Beaver with any questions at Sarah.Beaver@TrilliumNC.org and share the [Victory Junction Flyer](#) with members and families at your programs.

LISTENING SESSIONS ON APPLYING TO BECOME A CMA/AMH+

Is your agency applying to become a CMA/AMH+? How Can We Help?

LISTENING SESSIONS ON SUPPORT NEEDED FROM TRILLIUM FOR PROVIDERS APPLYING TO BECOME A CMA/AMH+ IN TRILLIUM BH/IDD TAILORED PLAN

Trillium is hosting two listening sessions for providers who are applying to become a CMA/AMH+ on March 1, 2021. One session will be for Providers that focus on the Behavioral Health Population and the second session will be for Providers that focus on the Intellectual/Developmental Disability Population. Register for the one that best fits the population you serve today! *Registration is required to attend.*

Behavioral Health-Focused Providers
Session is March 1 from 9:00am to 10:00am
[Register](#)

I/DD-Focused Providers
Session is March 1st from 9:00am to 10:00am
[Register](#)

After registering, you will receive an email from messenger@webex.com with an invite that you 'accept' and add to your calendar. When it's time for your session, click on the "join meeting" within your calendar event. Make sure to check your spam/junk folders to ensure you do not miss the invite that goes on your calendar!

It is imperative that you log in to the session using audio and visually so you will be able to ask questions. Only 'calling in' will not enable you to ask questions.

FOLLOW-UP TO MFP LUNCH AND LEARN WEBINAR - SERVICES FOR POPULATIONS WITH HEARING LOSS

The Lunch & Learn webinar on Services for Populations with Hearing Loss (Hard of Hearing, Deaf, Deaf Blind, and Latened Deaf) was a success!

The links below include the resources and links to the various webpages that the panelists shared. If you attended the session your feedback is welcomed, especially since this was a panel discussion rather than a traditional PowerPoint presentation. Please submit your feedback through the link below:

 [Your feedback is Important](#)

If you missed the session or would like to listen to the recording again, you can access it, as well as all previous Lunch and Learn webinars, through the link below:

 [Lunch and Learn webinars recordings](#)

MFP LUNCH & LEARN WEBINAR- OVERVIEW OF INDEPENDENT LIVING PROGRAM (DVR-IL)

The next MFP Lunch and Learn webinar will be on **Monday March 8, 2021 from 12:00 – 1:00.**

[Register](#) for the next session

Note: This session will include on screen American Sign Language interpretation and CART captioning.

DESCRIPTION:

This session will provide an overview of the Independent Living Program under the Division of Vocational Rehabilitation Services.

Presenter Profile: Jenny Pleasants

Jenny Pleasants is a graduate of UNC Chapel Hill with a Masters in Rehabilitation Counseling. She spent the first few years of her career providing Vocational Rehabilitation (VR) services to individuals in Siler City NC. She went on to work for DSS in Chatham County as a Case Manager for individuals with chronic mental illness.

She had the opportunity to join the Department of Public Health at UNC as the Program Manager for a pilot program addressing the needs of indigent pregnant women in rural areas improving services for healthy outcomes. From there she went to Chatham Hospital where she was the Medical Social Worker and Discharge Planner. After the birth of her three children she took time off and opened her own business creating garden designs and selling antiques.

Jenny returned to VR as the Independent Living Counselor for Chatham and Randolph counties. It was during this time that she became a part of the Chatham – Orange CRC. She completed the curriculum to become an Options Counselor and was introduced to MFP and became the Housing and Transition Specialist for the Independent Living program. It is here that she led a team of Transition Coordinators working with MFP, CAP and PACE programs to successfully transition individuals out of nursing facilities.

Currently she is a Program Specialist for the State Independent Living Program. She consults with field staff to confront issues and concerns related to providing Independent Living services across the state. She continues to be a strong supporter of MFP and transition work.

VALUED PROVIDERS SEAL PROGRAM



Visit the [Valued Providers Seal Program](#) web page for more information about the Contracted, Comprehensive Behavioral Health, Large Agency, Evidenced-Based Treatment, Comprehensive I/DD and Integrated Care Provider Seals.

Contact us at SealProgram@TrilliumNC.org for questions about the Valued Providers Seal Program. Providers can apply for one or multiple seals!

ICD-10 DIAGNOSIS REQUIRED ON NEW ENROLLMENTS AND CLIENT UPDATES

Effective 03/31/2021, only ICD-10 Diagnoses will be allowed on New Enrollments and Client Updates submitted through the Provider Direct Portal.

If you have any questions regarding this change, please contact Trillium's Eligibility & Enrollment Staff at EnrollmentandEligibility@TrilliumNC.org.

VALUE BASED PURCHASING LEARNING SERIES

Trillium Health Resources Practice Management Department has partnered with Mr. Ken Carr, OPEN MINDS Senior Associate to bring providers a four-part virtual learning series on Value-Based Purchasing. Mr. Carr is an industry expert with over 30 years of finance, technology, data analysis, and reporting experience in the health and human service field. This virtual learning series has been tailored to meet the unique provider composition within our region. Providers will gain knowledge of what Value-Based Purchasing is, and how it's applicable to their organization and the future of North Carolina Medicaid.

Registration Is Now Open

The sessions are limited to the first 1,000 enrollees. It is preferred that providers attend all four sessions consecutively, however it is not required. A recording will be available at a later date if you missed a session.

🌱 Wednesday Mar. 24, 2021 (10AM – 11:15AM):

Are You Ready for Value-Based Reimbursement? An Executive Guide for Assessing Readiness in a Value-Based Market

🕒 [Register Here](#)

 **Wednesday Apr. 21, 2021 (10AM – 11:15AM):**

Bridging the Gap From Data to Data-Driven Performance

 [Register Here](#)

 **Wednesday May 26, 2021 (10AM – 11:15AM):**

Developing New VBP Services that Increase Quality & *Decrease Service Costs*

 [Register Here](#)

About joining the webinar

 [Closed Caption HERE](#)

During this call, 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.

As things continue to change and move quickly during the COVID-19 pandemic, please continue to stay abreast of emerging issues, guidance, and policies by visiting:

 [Broad information and updates](#)

 [COVID19 Executive Orders](#)

 [Policy and Guidance updates](#)

 [Vaccine information and updates](#)

DISASTER PLANNING

We are fast approaching the prime season for hurricanes and flooding disasters. To prepare, we are sending out this reminder that disaster plans need to be reviewed and updated, staff trained/re-trained, and contingency and communication plans developed.

This year you will go to a link to share your 2021 Disaster Plan and important contact information. This requested information includes:

 Contact information for your designated “Disaster Point of Contact”

 Corporate site address and facility phone number

 Any residential sites currently in your contract (address, phone numbers)

Please note, you will need to enter each site as a separate submission. Disaster plans must be submitted through the following link: [2021 Disaster Plan Submission](#)

Disaster Plans are due ***no later than May 1, 2021***. If no updates are needed to your 2021 Disaster Plan, you ***MUST*** still resubmit the plan with a new cover page displaying the current year and disaster contact info. Failure to submit your Disaster Plan for 2021 by the deadline (May 1, 2021), may result in an audit and/or plan of correction.

As many of you are aware, the Federal Center for Medicare and Medicaid Services (CMS) have posted guideline requirements for all entities that receive Medicaid funds and this applies to all of our Medicaid providers. For your reference, we have attached the Final Rule that will assist you in locating the requirements to the federal rules that apply to each of your situations.

Our contract with providers requires that you have an adequate disaster planning and training process in place within your organization. While it is our desire that no one has to contend with all that a hurricane or flood brings, the reality is that eastern North Carolina has dealt with its fair share of these kinds of disasters in the past. Living in this part of North Carolina, we know that the best way to cope when a disaster strikes is preparation. Please connect with your local emergency management services, know your local resources, and stay connected with Trillium in the event of an emergency.

 [Final Rule](#)

MARCH 2021 COMMUNITY MENTAL HEALTH FIRST AID (MHFA) TRAININGS FOR NC RESIDENTS

Mental Health First Aid teaches you how to identify, understand and respond to signs of mental illnesses and substance use disorders. These trainings will give you the skills you need to reach out and provide initial support to someone who may be developing a mental health or substance use challenge and help connect them to appropriate care.

Youth Mental health First Aid (YMHFA) and Adult Mental Health First Aid (AMHFA) will be held virtually and participants are required to complete a 2-hour self-pace study prior to attending the instructor-led training.

Adult MHFA March 29, 2021

(8:30am-2:30pm)

Youth MHFA March 31, 2021

(8:30am-2:30pm)

***Registration Deadline is March 11, 2021**

Although there is no cost to you, this course is valued at \$25 per person. If you must cancel your registration, please do so within 48 hours of the instructor led course. Failure to cancel within the recommended timeframe may result in a 30-day waiting period to reschedule the training.

Please contact Wylanda Jones via email at Wylanda.Jones@TrilliumNC.org or Carlos Mirodipini at Carlos.Mirodipini@TrilliumNC.org. You may also contact them via phone at 1-866-998-2597.

 [Here more information and registration](#)

NC MEDICAID TRANSITION TO MANAGED CARE FOR COMMUNITY PARTNERS THE BENEFICIARY EXPERIENCE

Wednesday, March 10, 2021

3:00-4:00 p.m.

The Department of Health and Human Services is committed to ensuring a smooth transition for the 1.6 million Medicaid beneficiaries who will be moving to Medicaid Managed Care. We are approaching a key milestone as open enrollment for NC Medicaid Managed Care begins on March 15, 2021.

Please join NC Department of Health and Human Services Secretary Mandy Cohen, M.D.; Secretary for NC Medicaid Dave Richards; Assistant Secretary for NC Medicaid Jay Ludlam and other senior leaders as we provide an update on key dates and resources for beneficiaries as they choose a health plan under Medicaid Managed Care. There will also be an opportunity to submit questions for the panelists.

Registration is required. Feel free to share the webinar invitation and registration link with other community partners interested in attending. A recording of the webinar will be available following the event and posted on the NC Medicaid website.

Send questions to Medicaid.NCEngagement@dhhs.nc.gov

[Click to Register](#)

Any questions about this Communication Bulletin that does not already have an email listed for questions from that specific section, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.