



## Network Communication Bulletin #363

**To:** All Providers

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

**Date:** August 20, 2024

**Subject:** Virtual Provider Office Hours Session, Trillium Offers Featured Cultural Competency, DEI, and Bias Trainings, DHHS Announces NC Medicaid Managed Care Children and Families Specialty Plan, Reminder-NCTracks Multi-Factor Authentication Updates Coming Soon, Change in 1915(i) Codes, State-funded Substance Abuse Intensive Outpatient and Comprehensive Outpatient Program Rates, New Funding Opportunity, Expansion of School-based Therapy Services, Updated Information Regarding 2024 Surveys, Person-Centered Tools and Strategies to Maximize Choice and Promote Safety, Roadmap2Ready Disaster Planning, Victory Junction Fall 2024, Upcoming Re-Entry Simulations, Tailored Plan Provider Informational Session, Need to Report Fraud, Waste, and Abuse?

**NEW**

### VIRTUAL PROVIDER OFFICE HOURS SESSION

**SEPTEMBER 11, 2024 12:00 P.M. – 1:00 P.M.**

Trillium Health Resources invites you to join us for Provider Office Hours. This meeting with Trillium leadership will provide you with resources and answers as you navigate the Tailored Plan process. We look forward to (virtually) meeting you.

You can join on Webex using the link below.

 [Join the Meeting](#)

**Please note: These events are for contracted providers only.**

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## TRILLIUM OFFERS FEATURED CULTURAL COMPETENCY, DEI AND BIAS TRAININGS

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Trillium is offering new training opportunities. Use this link to learn more about each training and how to register for specific ones.

 [Learn and Register](#)

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## NCDHHS ANNOUNCES NC MEDICAID MANAGED CARE CHILDREN AND FAMILIES SPECIALTY PLAN

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The North Carolina Department of Health and Human Services has announced Blue Cross Blue Shield NC was selected as the health plan to serve as the Children and Families Specialty Plan.

The new plan is the latest addition to NC Medicaid Managed Care. The Children and Families Specialty Plan is a single, statewide health plan designed to support Medicaid-enrolled children, youth and families currently and formerly served by the child welfare system in receiving seamless, integrated, and coordinated health care. The first Children and Families Specialty Plan contract term will last four years.

The Children and Families Specialty Plan will cover a comprehensive array of physical health, behavioral health, pharmacy, long term services and supports and Intellectual/Developmental Disability (I/DD) services and will address unmet health-related resource needs.

Benefits include all basic services offered by NC Medicaid and most services covered by Behavioral Health I/DD Tailored Plans, including [1915\(i\)](#) home and community-based services.

For more information, see the [press release](#) or visit the [Children and Families Specialty Plan](#) webpage.

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## NCTRACKS MULTI-FACTOR AUTHENTICATION (MFA) UPDATES COMING SOON

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In accordance with the [North Carolina Identity Management \(NCID\) Citizen Identity Project](#), NCTracks is changing the User Login process and implementing Multi-Factor

Authentication (MFA) updates. Please complete the following steps to update your NCID profile by **Sept. 6, 2024**, in advance of the MFA updates:

These instructions are for Individual and Business users only, not Local and State Government users.

1. Login to the MyNCID portal at <https://myncid.nc.gov/> with your NCID Username and Password.
2. You will see the Profile Information page upon successful login.
3. Click on the **MFA** tab on your profile page.
4. Click on the **ADD ENROLLMENT** button on the bottom right.
5. A pop-up window will appear prompting you to choose an MFA method. *Please note that office phone extensions are not supported.*
6. Follow the onscreen prompts to add your chosen MFA method.

For detailed instructions, including images of each step, refer to the [NCID User Guide for MFA](#).

**Important Note: Providers who do not currently use MFA** will not be impacted at this time. MFA updates will be implemented through a phased approach. Until that time, your current login method will continue to work. However, you are being asked to update your profile to ensure a seamless transition to the new MFA method. You will receive further communication when your MFA is to be updated.

**If you are an Individual or Business User who currently uses MFA, these updates will impact you on Sept. 15, 2024.** Once these updates are implemented you are no longer required to access and maintain MFA using Multi-Factor Authentication User Log In website. All profiles, including MFA, will be managed through [My NCID](#) after implementation.

If you encounter issues during login or authentication, please contact the Department of Information Technology (DIT) helpdesk at **919-754-6000** or **800-722-3946**.

For more information and training videos, visit the [NCID Citizen Identity Project | NCDIT training page](#).

## REMINDERS

### CHANGE IN 1915(I) CODES

Beginning 8/01/2024, please use corrected code for Individual and Transitional Support of T1019 U4 TS in place of T1019 TS U4.

### STATE-FUNDED SUBSTANCE ABUSE INTENSIVE OUTPATIENT AND COMPREHENSIVE OUTPATIENT PROGRAM RATES

Trillium Health Resources (Trillium) received a bulletin from the North Carolina Department of Health and Human Services (NCDHHS) regarding the State-Funded Substance Abuse Intensive Outpatient Program (SAIOP) and Substance Abuse Comprehensive Outpatient Treatment (SACOT) Services. This bulletin outlines new rate increases for these state-funded services. Currently, Trillium is reviewing the financial impact prior to making any changes to rates; further communication will be forthcoming.

### NEW FUNDING OPPORTUNITY

#### COMMUNITY BASED MENTAL HEALTH INITIATIVES

The Division of Mental Health, Developmental Disabilities and Substance Use Services has launched a new opportunity for Mental Health Block Grant funding. This Request for Applications, titled [Community Based Mental Health Initiatives](#), will focus on projects that enhance mental health supports for various communities, including LGBTQ+ communities, faith-based communities, people over the age of 65, and non-native English speakers.

Eligible organizations who would like to partner with NCDHHS in developing mental health supports in their communities are encouraged to **submit an application by September 6, 2024**. Visit the [DMHDDSUS grant opportunities webpage](#) for more details.

### EXPANSION OF SCHOOL-BASED THERAPY SERVICES

We are pleased to announce the latest developments regarding our School-Based Therapy (SBT) services.

In our commitment to expand and enhance these services, we recently issued a Request for Information (RFI) for the 18 newly expanded counties. The substantial response from providers has been highly encouraging.

Given the significant interest and the necessity for a thorough evaluation, we have issued an additional [Request for Proposal \(RFP\)](#). Please find the key dates and deadlines for the RFP process outlined below:

- 🌱 RFP Issuance Date: August 2, 2024
- 🌱 Question & Answer (Q&A) Submission Deadline: August 9, 2024
  - 🕒 *Submit questions using the [Questions Link](#)*
- 🌱 Q&A Results Posted on Trillium's Website: August 12, 2024
- 🌱 Proposed Submission Deadline: August 16, 2024
- 🌱 RFP Award Notification: August 30, 2024

### PROVIDER PRIORITIZATION:

- 🌱 **Existing relationships:** Priority will be given to providers with whom schools already have established relationships.
- 🌱 **Non-contracted providers:** Providers not currently in-network will undergo a thorough assessment. If selected to provide SBT, they will be required to complete the full credentialing process, which will take the longest time.

### COMMITMENT TO SCHOOLS AND MEMBERS:

We strongly encourage all interested providers to participate in this process and contribute to the health and well-being of students within our expanded service areas.

Thank you for your continued support and dedication to providing high-quality therapy services to our community.

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## UPDATED INFORMATION REGARDING 2024 SURVEYS

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Every year Trillium Health Resources and other Tailored Plans (TP) across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of members who receive Mental Health and/or Substance Use services. The survey is designed to assess member perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by TP in an annual report. The survey results are used to inform policy decisions designed to improve the system.




 [Perceptions of Care Survey Information Link](#)

If you provide MH and/or SU services to members of any age, you may be contacted to participate in the administration of this survey. Specific instructions will be provided by Trillium staff prior to survey administration.

Survey administration options include use of electronic/web based and paperless surveys. These are intended to safeguard members and provider health and safety and to significantly reduce burden for participating providers who assist with the survey administration.

Administration of the 2024 Perceptions of Care survey will occur from August 12-September 20, 2024. Since there is a short administration period, surveys must be completed in a timely manner.

Requirements for Member Participation in the Survey:

-  Must have mental health and/or substance use diagnosis
-  Must be a Trillium member, with a Trillium member ID number
-  Can be State-funded OR Medicaid funded

As a reminder, survey administration may not be billed as a service; rather, survey participation is an element of a provider's contractual requirements with the TP, and ultimately helps to improve the quality of services for our members. Please follow all timelines and survey administration instructions provided by Trillium.

If you are a provider of services for members that meet requirements of participation for the survey, please email [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) with the email address of who will be coordinating this survey for your agency. If you have any questions, please feel free to contact us at [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) or 1-855-250-1539 and ask for Jennifer Kelly.

Thank you for your participation in this important survey! We look forward to working together with you to gather important information that will reflect our joint efforts to help members in our area.

## NATIONAL CORE INDICATORS – AGING AND DISABILITIES (NCI-AD) SURVEY

Trillium Health Resources and other Tailored Plans (TP) across the state assist the North Carolina Department of Health and Human Services (DHHS) with annual surveys of members. The NCI-AD Survey is for members who receive aging and disabilities services. This survey uses standard measures (core indicators) to assess the outcomes of services provided. Areas of concern addressed by the indicators include service planning, rights, community inclusion, choice, health and care coordination, safety, and relationships.

The NCI-AD survey results are used to improve services for older adults and individuals with physical disabilities.

If you provide disability services to members 18 years and older, you may be contacted to assist with obtaining consents and additional background information needed to administer the survey. Survey administration will be completed by a third party contracted with the State (Carolina Institute for Developmental Disabilities, CIDD).

Providers may be contacted to assist with gathering information as early as August 2024. Trillium will provide additional information, including members chosen to participate in the survey, via email. The survey sample and a minimum number of surveys are provided by the State. In order to meet these state requirements, providers will be asked to provide support with contacting members to receive consent for survey participation. Additional information will also be requested for those members who choose to participate in the survey.

Requirements for Member Participation in the Survey:

- 🌱 Must be at least 18 years old
- 🌱 Actively receive a Medicaid disability service (i.e. MFP, CAP/DA, CAP/CD, PACE, Nursing Facilities, PDN, PCS, Managed LTSS and HCBS Care)

If you are a provider of services for members that meet requirements of participation for the survey, please email [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) with the email address for the best contacts to coordinate this survey for your agency. If you have any questions, please feel free to contact us at [Surveys@TrilliumNC.org](mailto:Surveys@TrilliumNC.org) or 1-855-250-1539 and ask for Jennifer Kelly or Amanda Morgan.

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## PERSON-CENTERED TOOLS AND STRATEGIES TO MAXIMIZE CHOICE AND PROMOTE SAFETY

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The DMHDDSUS Crisis Prevention and Intervention Plan: Person-Centered Tools and Strategies to Maximize Choice and Promote Safety.

This training is designed for providers working in the DMHDDSUS system of care supporting people living with a wide range of disabilities or health conditions including mental health, substance use, Intellectual and Developmental Disabilities (IDD), older adults, etc. Training is particularly relevant to providers employed in programs where service definitions require PCP as articulated in the [Person-Centered Planning Guidance Document](#).

This virtual webinar event is part of the NC DHHS' ongoing efforts to support and strengthen Person-Centered Planning across the state.

Click the button below for additional details and circulate widely to your provider networks.

 [DMHDDSUS Crisis Prevention and Intervention Plan](#)

If you have any questions, contact Robin Soderena at: [robin.soderena@dhhs.nc.gov](mailto:robin.soderena@dhhs.nc.gov).

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## ROADMAP2 READY DISASTER PLANNING

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Emergency plans were due May 1st, [submit them if you haven't already](#). If you need any resources to help improve your plan, visit [Tracie Healthcare Emergency](#).

**Roadmap  
2 Ready**



Part of being prepared is to have a plan for any kind of emergency. We will be providing best practices on preparedness to help your organization. Last month ([Network Bulletin #348](#)) we covered how to provide updated contact information to 911 telecommunicators.

Trillium is searching for providers who are interested in working in shelters during natural disasters. We are seeking professionals whose desire is to deliver support and/or crisis counseling during a time when the citizens of North Carolina need them the most. Providers will be assigned to a shelter to support and triage emotional needs prior to, during and after Hurricanes or other potential disasters.



For more insight on what this could look like please view this training that the NCDHHS put together. (Available in [Trilliums My Learning Campus](#)).

Please [complete this document](#) if you wish to notify us of your interest in joining our Shelter Response Team. You must complete all the required fields and submit this document to let us know of your interest.

Thank you for helping us support the people of North Carolina.

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## VICTORY JUNCTION FALL 2024

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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 supports, regardless of age or diagnosis.

Come experience the magic of camp with us! Spots are limited! Complete the [Fall 2024 Interest Form](#) to begin your application. Check the [Fall Flier](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

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## UPCOMING RE-ENTRY SIMULATIONS

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Trillium Health Resources is sponsoring Re-entry Simulations. You will learn about the many barriers individuals go through when they are released from jail.

Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.

### UPCOMING RE-ENTRY SIMULATIONS TRAINING:

 [Beaufort, NC – September 10](#)

 [Bolivia, NC – September 24](#)

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## **TAILORED PLAN PROVIDER SESSIONS**

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The Tailored Plan Trillium presentations and recordings for the Tailored Plan Sessions to Providers are [available on our website](#).

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## **NEED TO REPORT FRAUD, WASTE AND ABUSE?**

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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.

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