



Network Communication Bulletin #364

To: All Providers

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VP of Network Management

Date: August 23, 2024

Subject: Virtual Provider Office Hours Session, September Suicide Prevention and Awareness Summit, Requests for Proposals: Psychosocial Rehabilitation-Currituck and Dare Counties, August's Roadmap 2 Ready, Tailored Care Management Toolkit, 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, Perceptions of Care Survey, Person-Centered Tools and Strategies to Maximize Choice and Promote Safety, 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.

SEPTEMBER SUICIDE PREVENTION AND AWARENESS SUMMIT

Suicide prevention is up to all of us. Join us to hear from professionals and individuals with lived experience. They will share impactful strategies and best practices for suicide prevention. With the right tools and resources, we can save lives and support those in crisis. **This event is open to the community.**

September 27, 2024 | 9:30 a.m. – 4 p.m.

[Details and Registration Here!](#)

REQUESTS FOR PROPOSALS: PSYCHOSOCIAL REHABILITATION – CURRITUCK AND DARE COUNTIES

Trillium is seeking providers experienced in the treatment of Psychosocial Rehabilitation to expand Medicaid Psychosocial Rehabilitation (PSR) – Currituck and Dare counties. Only one provider can be selected for each county, but the applicant can apply for one or both counties.

These Requests for Proposal (RFP) is open to both in-network and out-of-network providers enrolled in NC Tracks and NC Medicaid who are free of contract sanctions, fraud investigations, and/or current IRS liens.

The RFPs are being used as a means to obtain information about providers who are capable of providing these services to adults. It should not be interpreted as a contract (implicit, explicit or implied), nor does it imply any form of an agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.

Please visit the [Provider Network Participation Opportunities webpage](#) found at for information on these recruitment opportunities as well as others.

AUGUST'S 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. This month we are giving you information on Hazard Vulnerability Analysis.

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

Hazard vulnerability analysis (HVA) and risk assessment are organized approaches to identifying hazards or risks that are most likely to have an impact on a healthcare facility and the surrounding community. Conducting a risk assessment / HVA is a requirement in the CMS Emergency Preparedness Rule. When you put strategies in place to reduce the impact of those events you are mitigating and reducing the amount of time it could take to recover. See links and image below on how to calculate your risks.

Emergency plans should include:

- 🌿 Natural hazards (tornadoes & hurricanes),
- 🌿 technological hazards (Power outages & cyberattack),
- 🌿 manmade hazards (missing person & person with a weapon).

There are [tools, templates](#) and [excel forms](#) available here. Once your risk assessment is completed, it is suggested to review with your team yearly and include strategies for addressing emergency events identified.

HAZARD	PROBABILITY (0-4)	SEVERITY					Relative Risk	Comments
		IMPACT			MITIGATION			
		HUMAN IMPACT	PROPERTY IMPACT	BUSINESS IMPACT	PREPARED-NESS	INTERNAL RESPONSE		
		Possibility of death or injury	Physical losses and damages	Interruption of services	Preplanning	Time, effectiveness, resources	Community/ Mutual Aid staff and supplies	

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

TAILORED CARE MANAGEMENT TOOLKIT

Eligible North Carolinians with NC Medicaid Direct and Tailored Plans have an expert to call to get connected to available services and resources

Tailored Care Management is a free service that pairs members with an expert to help with their healthcare needs, substance use disorder treatment and recovery, mental well-being, and other goals like succeeding in school. It is available to members with a serious mental illness, a severe substance use disorder, an intellectual/developmental disability, or a traumatic brain injury who have NC Medicaid Direct or a Tailored Plan.

With Tailored Care Management, eligible members can get personalized help from a Tailored Care Manager. Tailored Care Managers help members connect with healthcare systems supports and with basic needs like food and transportation.

Please share these bilingual and accessible resources to help communities get the answers they need. The Tailored Care Management toolkit is available in [English](#) and [Spanish](#). It includes:

- 🌱 NEW! PowerPoint with essential details about Tailored Care Management ([download here](#))
- 🌱 NEW! One-page flyers personalized for different audiences ([download here](#))
- 🌱 NEW! Social media copy and graphics you can share on your profiles ([download here](#))
- 🌱 NEW! Email templates and newsletter graphic to include on your newsletters ([download here](#))
- 🌱 Who is eligible for Tailored Care Management services ([visit page here](#))
- 🌱 Questions and answers about Tailored Care Management ([visit page here](#))

[Download the toolkit here](#)

You can also get these materials printed at no cost. [Fill out this order form](#) to request Tailored Care Management and Tailored Plans' print resources; you can order as well as share the order form with partners. Our team will mail free bilingual flyers and posters to be shared with your communities in early September.

REMINDERS

TRILLIUM OFFERS FEATURED CULTURAL COMPETENCY, DEI AND BIAS TRAININGS

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](#)

NCDHHS ANNOUNCES NC MEDICAID MANAGED CARE CHILDREN AND FAMILIES SPECIALTY PLAN

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.

NCTRACKS MULTI-FACTOR AUTHENTICATION (MFA) UPDATES COMING SOON

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](#).

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.

PERCEPTIONS OF CARE SURVEY

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 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 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.

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

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.

VICTORY JUNCTION FALL 2024

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!

UPCOMING RE-ENTRY SIMULATIONS

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. * Please note: The Re-entry Simulation originally planned for September 24 in Bolivia has been rescheduled. The updated schedule is as follows:

UPCOMING RE-ENTRY SIMULATION EVENTS:

 [Beaufort, NC – September 10](#)

 [Bolivia, NC – November 19](#)

 [Rocky Mount, NC – October 29](#)

TAILORED PLAN PROVIDER SESSIONS

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

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.