



Network Communication Bulletin #365

To: All Providers

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

Date: August 30, 2024

Subject: Virtual Provider Office Hours Session, Incident Reporting Training for Providers, Reminder: Trillium is a Closed Network for BH/SUD/IDD, NC Early and Periodic Screening, Diagnosis and Treatment (EPSDT) Benefit for Children, Direct Care Worker Reporting, Community Partners Webinar-An Update on Medicaid, Tailored Care Management Bilingual Toolkit Available, NCDHHS Launches Strategic Housing Plan to Expand Support for People with Disabilities, Substance Use Workforce Continuing Education Scholarship Program, Survey Interview Opportunity to Improve Employment Services, Participants Wanted for Research Study on Accessible Data Storytelling, NCDHHS Releases RFA for "Family and Caregiver Support Services" Opportunity, September Suicide Prevention and Awareness Summit, August's Roadmap 2 Ready, Trillium Offers Featured Cultural Competency, DEI, and Bias Trainings, DHHS Announces NC Medicaid Managed Care Children and Families Specialty Plan, NCTracks Multi-Factor Authentication Updates Coming Soon, 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?

TRENDING

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.

NEW

INCIDENT REPORTING TRAINING FOR PROVIDERS

An updated Incident Reporting Training for providers has been posted to Trillium's [My Learning Campus](#). This is a great training for new staff or for any staff looking to refresh their knowledge. Training certificates are available upon online completion.

The training delivers a condensed summary of information regarding incident reporting. By the end of the training, your staff will be able to:

-  Identify the purpose of incident reporting
-  Define incidents
-  Recognize when an incident report is required
-  Navigate the Incident Response Improvement System (IRIS), and
-  Understand reporting guidelines

As a reminder, all Level II and Level III incidents must be submitted in IRIS within 72 hours of learning of the incident.

To all of our network providers, THANK YOU for continuing to adhere to IRIS reporting timelines!

Please contact IncidentReporting@TrilliumNC.org for any incident related questions.

REMINDER: TRILLIUM IS A CLOSED NETWORK FOR BH/SUD/IDD

As a reminder, Trillium operates a closed network for all behavioral health, substance use, and intellectual and developmental disabilities services. (*N.C. Gen. Stat. 108D-23*). At this time, Trillium is not accepting requests to add new providers to the Trillium behavioral health, substance use, and intellectual and developmental disabilities provider network outside of a published recruitment opportunity.

Trillium continually assesses the needs of Members and adjusts the network to ensure Members have access to needed services. Current service needs are posted on our [Current Service Needs](#) webpage.

Non-Contracted Providers can submit an Interest Submission Form to express future interest in contracting for behavioral health, substance use, and intellectual and developmental disabilities services. Trillium will review interest submissions on a monthly basis.







 [Interest Form](#)

In-Network Trillium providers requesting contract changes should email NetworkServicesSupport@TrilliumNC.org or use the applicable forms located on our [Provider Documents Forms](#) webpage.

For more information, providers can review our [Network Participation webpage](#).

NC MEDICAID EARLY AND PERIODIC SCREENING, DIAGNOSIS AND TREATMENT (EPSDT) BENEFIT FOR CHILDREN

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is the federal law ([44 CFR Subpart B](#)) that states that Medicaid must provide all medically necessary health care services to Medicaid-eligible children under the age of 21. Even if a service is not covered under the NC Medicaid State Plan, it can be covered for beneficiaries under 21 years of age if the service is listed in 1905(a) of the Social Security Act and if all EPSDT criteria are met.

-  The required components of a Health Check visit are:
-  Comprehensive health and developmental history that assesses for both physical and mental health, as well as for substance use disorders
-  Comprehensive, unclothed physical examination
-  Appropriate immunizations in accordance with the schedule for pediatric vaccines established by the Advisory Committee on Immunization Practices
-  Laboratory testing (including blood lead screening appropriate for age and risk factors)
-  Health education and anticipatory guidance for both the child and caregiver

For more information on EPSDT, view the [NC Medicaid Fact Sheet](#) Early and Periodic Screening, Diagnosis and Treatment.

DIRECT CARE WORKER REPORTING

Pursuant to the 2023 Appropriations Act, Session Law 2023-134, North Carolina Medicaid established a process for eligible Medicaid providers to submit required information to participate in the Innovations Direct Care Worker (DCW) provider rate increase that was intended to support increased DCW wages. Providers should reference the [Innovations DCW Wage Increase Attestation and Acknowledgment Form](#), which details the documentation they can use to support and verify that the Innovations DCW Wage Increase funding was used for the benefit of its Innovations DCW.

Per the legislation, Innovations waiver services providers must submit to the relevant Health Plan an annual summary of expenditures, due three months after the respective State Fiscal Year ending June 30, 2024, to validate distribution of Innovations DCW Wage Increase revenue.

For your convenience, please see the [Example - Innovations Direct Care Worker Wage End of Year Summary Report](#), which details how to complete the required report.

For the State Fiscal Year ending June 30, 2024, the [Innovations Direct Care Worker Wage End of Year Summary Report](#) is due September 30, 2024.

The report should be submitted to RatesFinance@TrilliumNC.org. If you have questions about this report or require assistance, please submit an email to RatesFinance@TrilliumNC.org.

COMMUNITY PARTNERS WEBINAR – AN UPDATE ON MEDICAID

The Community Partners webinar series is designed to provide updates on NC Medicaid and key Medicaid initiatives.

Join us Thursday, Sept. 12 from 3:00-4:00 p.m. for the next session in our ongoing webinar series. The webinar will provide an informational overview on Medicaid.

To register for the webinar, simply click on the registration link below. Feel free to share the webinar invitation and registration link with other community partners you think would be interested in attending.

Community Partners Webinar – An Update on Medicaid

Thursday, Sept. 12 from 3:00-4:00 p.m.

 [Click here to register](#)

For more information or questions contact us at Medicaid.NCEngagement@dhhs.nc.gov

TAILORED CARE MANAGEMENT BILINGUAL TOOLKIT AVAILABLE

Tailored Care Management is a free service that pairs members with an expert to help with their health care needs, substance use disorder treatment and recovery services, mental well-being and other goals like finding a job. Tailored Care Management services are available to members with a serious mental illness, a severe substance use disorder, an intellectual/developmental disability or a traumatic brain injury; and who have NC Medicaid Direct or a Tailored Plan. Please download these bilingual and accessible resources to get the answers you need. The Tailored Care Management toolkit is available [English](#) and [Spanish](#).

 [Download Toolkit](#)

NCDHHS LAUNCHES STRATEGIC HOUSING PLAN TO EXPAND SUPPORT FOR PEOPLE WITH DISABILITIES

The North Carolina Department of Health and Human Services recently launched the North Carolina [Strategic Housing Plan](#) to help maintain, increase and better utilize affordable supportive housing for people with disabilities across the state. This plan addresses housing needs for individuals with disabilities, including those who are currently receiving or eligible for NCDHHS-funded services as well as those who are experiencing homelessness, currently residing in congregate settings or at risk of entry into these settings.

SUBSTANCE USE WORKFORCE CONTINUING EDUCATION SCHOLARSHIP PROGRAM

The Governor's Institute, through the DMHDDSUS, will fund requests for continuing education in an effort to further enhance knowledge, skills, and abilities of treatment providers for individuals seeking recovery from substance use disorders.

This initiative provides funds for individuals who are working to complete graduate-level education and are working towards their Licensed Clinical Addiction Specialist (LCAS) certification, in addition to another licensure.

 [Apply for the scholarship](#)

SURVEY INTERVIEW OPPORTUNITY TO IMPROVE EMPLOYMENT SERVICES

Inclusion Works of The North Carolina Department of Health and Human Services is conducting a study to understand current supported employment options for people with intellectual and developmental disabilities (I/DD) in North Carolina. They are seeking input from people who have I/DD and firsthand experience with these services to participate in an interview.

Your feedback will be crucial in helping them develop a new, person-centered Strategic Plan for Inclusion Works, aimed at promoting Competitive Integrated Employment (CIE). CIE enables individuals with I/DD to work in jobs alongside people without disabilities in their communities.

As a thank you for your time, they are offering a \$50 stipend for participating in an interview. The survey interviews will be scheduled during the month of September.

To participate, please [complete this form by Friday, Sep. 6](#)

PARTICIPANTS WANTED FOR RESEARCH STUDY ON ACCESSIBLE DATA STORYTELLING

The Institutional Review Board at UNC-Chapel Hill is looking for individuals with intellectual and other developmental disabilities (I/DD) to join their research study.

They want to learn the best way to create data stories and support your self-advocacy. You will work with a researcher for up to one hour over Zoom and receive a \$20 gift care for your participation.

Join in you:

- 🌱 Are 18-60 years old;
- 🌱 Have lived experience as a person with I/DD;
- 🌱 Are legally responsible for yourself; and
- 🌱 Know how to use, and have access to, a computer and a reliable internet connection.

Note: If you use assistive technology to access a computer or communication device, contact the research team at to discuss options for participation.

Sign up by sending an email to Keke Wu at kekewu@cs.unc.edu.

NCDHHS RELEASES RFA FOR "FAMILY AND CAREGIVER SUPPORT SERVICES" OPPORTUNITY

The North Carolina Department of Health and Human Services (NCDHHS) has released the a Request for Funds Available (RFA) that is targeted for the I/DD community along with the behavioral health community, called "Family and Caregiver Support Services."

The opportunity supports programs that provide assistance to family members and siblings who care for individuals with behavioral health, substance use, intellectual or developmental disabilities, traumatic brain injury, or co-occurring conditions.

Applications are due by September 20, 2024. [Learn more about the RFA](#)

REMINDERS

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	EXTERNAL 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.

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](#).

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

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.
