

**To:** All Providers

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

**Date:** February 21, 2025

**Subject:** Opioid Treatment Program Openings; North Carolina Medicaid Managed Care Provider Update; NCTracks Hot Topic Links; Trillium Partnership with Carolina Institute for Developmental Disabilities; Heart Health Symposium; Upcoming Trillium Simulation Events; Mental Health Parity FAQ; Register for Trillium's Provider Forums; Trillium Tailored Plan: Guidance for Personal Care Services Providers; Open for Public Comment: CCP 8-D; Person-Centered Thinking: A 12 Hour Training; February 2025 Pharmacy Newsletter Available; Join Trillium's Global Quality Improvement Committee; Clinical Communication Update Regarding No Prior Authorizations; North Carolina Child Treatment Program Partnering with Licensed Mental Health Providers; New Mental Health Parity and Addiction Equity Act Webpage; 2025 Trillium Family Weekends at Victory Junction; Roadmap2Ready: February; Upcoming Trillium Simulation Events; February Diversity, Equity, and Inclusion Events; Trillium is a Closed Network for BH/SUD/IDD; Need to Report Fraud, Waste, and Abuse?

### NEW

## OPIOID TREATMENT PROGRAM OPENINGS FOR ANSON, BERTIE, BEAUFORT, DARE, LEE, RICHMOND, AND WARREN COUNTIES

Trillium has identified a need for Opioid Treatment Programs in Anson, Bertie, Beaufort, Dare, Lee, Richmond, and Warren counties. Warren County was recently added to this recruitment. Providers must be enrolled in NC Tracks and meet all requirements.

 [Clinical Coverage Policy 8A-9](#)

 [Application Link](#)

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## **NORTH CAROLINA MEDICAID MANAGED CARE PROVIDER UPDATE**

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### **NC MEDICAID TEMPORARY FLEXIBILITIES DUE TO HURRICANE HELENE**

NC Medicaid remains committed to North Carolina's response to and recovery from Hurricane Helene. We are working with county and federal partners to make it faster and easier for beneficiaries to receive (*and for healthcare professionals to provide*) Medicaid services.

The flexibilities outlined in the [Hurricane Helene Policy Flexibilities to Support Providers and Members - Dec. 12, 2024](#) bulletin are effective from Sept. 26, 2024, through the end of the Public Health Emergency on **Feb. 28, 2025**, unless otherwise communicated by the North Carolina Department of Health and Human Services (NCDHHS).

As a reminder, providers should always check NC Medicaid eligibility in NCTracks to confirm beneficiary enrollment in NC Medicaid, especially when the beneficiary presents without a Medicaid ID or their health plan ID card, to determine which health plan the beneficiary is enrolled in and whether their eligibility remains current.

### **ORDERING, PRESCRIBING, OR REFERRING (OPR) PROVIDER UPDATES AVAILABLE**

NC Medicaid published a new bulletin, [Federal Regulation Guidelines for Ordering, Prescribing or Referring Providers](#), to provide guidance regarding enrollment requirements for OPR providers, as well as information regarding the requirement for ordering and referring NPIs to be included on claims. The information shared in this bulletin supersedes the September 2016 Medicaid Ordering, Prescribing or Referring (OPR) Special Bulletin. The 2016 OPR Special Bulletin should no longer be used as reference. The NCTracks Provider Portal is also updated.

### **EDUCATION TRANSCRIPTS NO LONGER REQUIRED FOR NORTH CAROLINA MEDICAL BOARD LICENSED PROVIDERS**

As of Jan. 8, 2025, school education and training transcripts are no longer required for North Carolina Medical Board (NCMB) licensed providers. This change simplifies the process for providers and streamlines resources, while maintaining compliance with National Committee for Quality Assurance (NCQA) standards.

Currently, NCTracks requests that some providers submit their school transcripts as proof of the highest level of education listed on their application. NCMB's primary source

verification (PSV) process verifies education and training, eliminating the need to request transcripts.

A list of additional state license agencies that can be used by NCTracks as primary source verification of education and training is available on the NCTracks [Provider Supplemental Information FAQs](#) page under Resources.

## **PROVIDER NATIONAL ACCREDITATION POST-ENROLLMENT REQUIREMENTS**

Refer to [Program Specific Clinical Coverage Policies](#) for additional requirements.

When the [Provider Permission Matrix \(PPM\)](#) displays a requirement for national accreditation for the taxonomy and/or service selected, the national accreditation is required prior to approval for participation with NC Medicaid under that taxonomy. In addition, some behavioral health services require national accreditation within one year or three years of the initial enrollment as an NC Medicaid provider.

Information about these post-enrollment national accreditation requirements is not currently available on the PPM. A review of the program specific clinical coverage policy is required. For more information about potential requirements for post-enrollment credentials, please reference the relevant clinical coverage policy found on the [NC Medicaid Program Specific Clinical Coverage Policies webpage](#).

## **FEDERAL FEE INCREASE FOR CALENDAR YEAR 2025**

Effective Jan. 1, 2025, the federal fee for Medicaid provider enrollment increased to \$730 and is required as noted on the [Provider Permission Matrix](#) for initial enrollment, re-enrollment, and reverification applications, as well as adding a new owner or a new site location.

Additional information regarding the federal fee can be found at [Federal Provider Enrollment Application Fee Increase for Year 2025](#).

## **NOTIFICATION REQUIRED FOR CHANGE OF OWNERSHIP**

Consistent with State and federal law, NCDHHS requires notification of any change of ownership (CHOW) for providers enrolled as a NC Medicaid provider. The enrolled provider must notify the Department at least 30 days prior to the effective date of any CHOW.

Providers will need to complete the [Provider Change of Ownership Disclosure Form](#). The form is located on the [NCTracks Providers webpage](#) under Quick Links.

Once the form is downloaded, the Provider will need to:

1. Complete all applicable fields within the CHOW form
2. Email the form and any supporting documentation to [medicaid.chow.workgroup@dhhs.nc.gov](mailto:medicaid.chow.workgroup@dhhs.nc.gov)

In conjunction with submitting the Disclosure Form, both the seller and buyer must make changes to the NCTracks enrollment record as applicable to reflect the intended structure of the enrollment record under the buyer. Review the recently published [Notification Required for Change of Ownership](#) bulletin for information regarding the enrollment, termination or modification of the NCTracks provider enrollment record due to a CHOW.

## NC MEDICAID WEBINARS

Attending webinars and Virtual Office Hours facilitated by NC AHEC in partnership with NC Medicaid is a great way for providers to stay informed about program initiatives and updates.

- 🌱 NC Medicaid's Provider Operations unit will host a Virtual Office Hours webinar on March 6, 2025, from 12:00 p.m. to 1:00 p.m. These quarterly sessions offer an interactive format for providers to ask questions on a variety of topics, including NC Medicaid Managed Care and provider enrollment.
- 🌱 The most recent Fireside Chat webinar, hosted by Dr. Janelle White, Chief Medical Officer of NC Medicaid, took place on Feb. 13, 2025, from 12:00 p.m. to 1:00 p.m. A recording of the webinar and the presentation slides are available through the [NC AHEC website](#).

Visit the [NC AHEC Medicaid Managed Care webpage](#) for additional information and registration for upcoming sessions. Recordings, presentation slides, and transcripts from previous webinars are available.

## UPDATED PROVIDER FACT SHEETS & FREQUENTLY ASKED QUESTIONS

Providers are encouraged to review the following content which has been recently created or refreshed.

NC Medicaid updated Fact Sheets are in the [NC Medicaid Managed Care Provider Playbook](#):

- 🌱 [Prompt Payment](#)
- 🌱 [Processes and Frequently Asked Questions for 1915\(i\) Services](#)
- 🌱 [PCS Provider Fact Sheet: What NC Medicaid Direct PCS Providers Need to Do When Accepting a Beneficiary from a Health Plan](#)

[!\[\]\(8af806fb1314382d09bc5ec5b767526c\_img.jpg\) Federal Regulation Guidelines for Ordering, Prescribing or Referring \(OPR\) Providers](#)

Updated [NCTracks Provider FAQs](#):

- [!\[\]\(86b7331e04fe40a56bcff2e9c065738b\_img.jpg\) Provider Enrollment and Credentialing FAQs](#)
- [!\[\]\(92f87f30b7499b35d0173f4346c498d6\_img.jpg\) Ordering, Prescribing, Rendering or Referring Provider \(OPR\) FAQs](#)
- [!\[\]\(497b6684f704c0aa6fbea9f0fd4d56c7\_img.jpg\) Change of Ownership \(CHOW\) FAQs](#)
- [!\[\]\(4320279ad715106747262028f44bd102\_img.jpg\) Provider Supplemental Information FAQs](#)
- [!\[\]\(25e9c4c673069177325c65bf4771169e\_img.jpg\) Managed Care CCNC/CA FAQs](#)

[Read the full article here](#)

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## NCTRACKS HOT TOPIC LINKS

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- [!\[\]\(9a53fe79a03d38d8322f7a2c5a875b36\_img.jpg\) Inclusion Works Lunch & Learn: Employment Models](#)
- [!\[\]\(01f19d40f03100aa8a158c4891453b0d\_img.jpg\) Connections App: Supporting Peers and Providers](#)
- [!\[\]\(e08cd99387e13601e6c12f535030ab90\_img.jpg\) Revisions to Inclusion of Drug Code Rates on Fee Schedules](#)
- [!\[\]\(e3c5fe615c12e7c56b62fb195faeae4a\_img.jpg\) Point-of-Sale COVID and Flu Vaccine Reimbursement Updates 2025](#)
- [!\[\]\(6aec4d00b96dc4cf314c28b4f6a2f794\_img.jpg\) Join North Carolina Black Youth Wellness](#)

## REMINDERS

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### TRILLIUM PARTNERSHIP WITH CAROLINA INSTITUTE FOR DEVELOPMENTAL DISABILITIES

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Trillium has partnered with the Carolina Institute for Developmental Disabilities (CIDD) to employ Family Navigators to support the families of Trillium members receiving services and support from UNC-CIDD's clinics and pediatric outpatient services.

Trillium encourages Tailored Care Management and other providers to work collaboratively with CIDD as they support children and families in Family Navigation, and to join with CIDD to leverage this unique Family Navigator role, which does not replace the tailored care management role.

Family Navigators partner with families, caregivers, and members to provide an array of formal and informal services and supports so that members can achieve their full potential and are able to live successfully in their community. Family Navigator services can be provided in individual or group settings, in person, by phone, or virtually. Importantly, Family Navigators are parents or care givers of loved ones with intellectual and developmental disabilities (I/DD) or traumatic brain injury (TBI) and bring that lived experience navigating systems and accessing resources.

The CIDD is a comprehensive center providing multidisciplinary clinical services, conducting basic to applied research, conducting clinical and research training and engaging in advocacy, all with the goal of improving the lives of individuals with developmental disabilities and their families throughout North Carolina and across the country.

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## HEART HEALTH SYMPOSIUM FEBRUARY 28, 2025

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Join us this February for a dynamic and informative event dedicated to raising awareness about cardiovascular health. If you want to improve your heart health or learn the latest in prevention strategies, this symposium is for you! Whether you're at risk, a caregiver, or simply passionate about heart health, our symposium offers valuable tools to empower you and your loved ones to live healthier, happier lives.



You can't beat a healthy heart--Reserve your spot today for this free event!

[Register](#)

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## UPCOMING TRILLIUM SIMULATION EVENTS

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-  Re-entry Simulation – [Montgomery County--March 11, 2025](#)
-  Supporting Children Early Simulation – [Warren County--March 26, 2025](#)

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## MENTAL HEALTH PARITY PROVIDER FAQ IS AVAILABLE

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There are federal laws like the [Mental Health Parity and Addiction Equity Act](#) of 2008 that Trillium must follow. This law requires health plans to treat behavioral health services in the same manner as physical health services. Rules for mental health and substance use services must be like those for medical or surgical services. This includes limitations like copays, visit limits, and prior authorization requirements.

-  [Frequently Asked Questions Link](#)

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## REGISTER FOR TRILLIUM'S PROVIDER FORUMS

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Trillium's Provider Forums share the information most relevant to our network. The webinar series takes place on the second Wednesday of each month. It will share information providers identify as vital to their work. Provider feedback, recent updates, and upcoming items will drive monthly topics. Each forum will conclude with a Question and Answer session.

Register for [March 12](#) and [April 9](#) by clicking the dates. Registration for future months is available.

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## TRILLIUM TAILORED PLAN: GUIDANCE FOR PERSONAL CARE SERVICES PROVIDERS

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Join Carolina Complete Health and Trillium teams for a Personal Care Services (PCS) provider training on **Thursday, February 27, 2025, at 12:00 p.m.** This training will cover the 3051-form process, how to register for the Secure Provider Portal, how to use the portal to view member assessments and authorizations, and more! We will share important updates, and operational information and provide resources for provider success.

[Register](#)

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## OPEN FOR PUBLIC COMMENT

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CCP 8-D Clinically Managed Populations Specific High Intensity Residential Program is open for public comment. The comment period ends on February 25, 2025. The proposed policy can be found on the [NCDHHS NC Medicaid Division of Health Benefits' Proposed Medicaid Policies](#) webpage.

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## PERSON-CENTERED THINKING: A 12-HOUR TRAINING

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The National Learning Community Curriculum - Limited Seats Available

**Date:** Tuesday, March 18 and Wednesday, March 19, 2025

**Time:** 9:00 a.m. to 4:00 p.m. (both days)

**Location:** Ashley Park Apartments Club House, 10300 Pine Lakes Court, Raleigh, NC 27617

[Click to Register Today.](#)

Participants will learn practical information and get useful tools to enhance their person-centered practice in the field.

**Target Audience:** Providers of mental health or developmental disability services and others interested in the practical application of person-centered practices and tools.






**Faculty:** Terry Bedford, Communication/Training Director, Universal MH/DD/SAS. Terry is an approved Person-Centered Thinking (PCT) trainer and a member of the National Learning Community for Person-Centered Practice. He also is a trainer in Essential Lifestyle Planning and has held numerous roles supporting people with mental illness and developmental disabilities.

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## FEBRUARY 2025 PHARMACY NEWSLETTER NOW AVAILABLE

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The latest Medicaid Pharmacy Newsletter, dated February 2025, is now available on the N.C. Medicaid website. In addition to the March 2025 check-write schedule, this edition of the newsletter includes the articles:

-  PREP Act Extension: North Carolina Medicaid to Cover COVID-19 and Flu Vaccines at Point-of-Sale Pharmacy for Children
-  Key Updates and Requirements for Pharmacy Providers
-  Prenatal Vitamins Reimbursement
-  Pharmacy Frequently Asked Questions (FAQs)
-  Reminder on NC Medicaid Pharmacy Co-payment Requirements

Providers are encouraged to review this important information. The 2025 Medicaid Pharmacy Newsletters can be viewed [here](#).

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## CLINICAL COMMUNICATION UPDATE REGARDING NO PRIOR AUTHORIZATIONS

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Effective February 1, 2025, NPA (no prior authorization) flexibility will end and all TARs not subject to parity will require a medical necessity review. Authorization requests will need to have all required documentation uploaded, so please take time and review the benefit plans posted on the Trillium website at [Benefit Plans | Service Definitions | Trillium Health Resources](#).

-  [Read the complete Clinical Communication Bulletin 074 here.](#)



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## **NORTH CAROLINA CHILD TREATMENT PROGRAM PARTNERING WITH LICENSED MENTAL HEALTH PROVIDERS**

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The North Carolina Child Treatment Program (NC CTP) is partnering with the NC Administrative Office of the Courts (AOC) on the new [Safe Babies Court Initiative](#). We're working in pilot counties to recruit licensed mental health professionals to become trained in Child-Parent Psychotherapy (CPP), a model designed to support children aged 0-6 and their caregivers. The Courts are covering the tuition for the training.

There is an information call coming up on February 10, 2025, from 12:00 p.m. to 1:00 p.m. via Zoom: [Register](#)

For more details, visit: [CPP Cohort 14 \(Spring 2025 – Fall 2026\)](#)

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## **NEW MENTAL HEALTH PARITY AND ADDICTION EQUITY ACT WEBPAGE**

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There are federal laws like the [Mental Health Parity and Addiction Equity Act](#) of 2008 that Trillium must follow. This law requires health plans to treat behavioral health services the same as physical health services. Rules for mental health and substance use services must be like those for medical or surgical services. This includes limitations like copays, visit limits, and prior authorization requirements.

Providers can learn about Mental Health Parity and Addiction Equity Act by registering to attend future trainings by clicking on this link: [New Mental Health Parity and Addiction Equity Act webpage](#). The Mental Health Parity and Addiction Kick Off session that occurred on January 21, 2025 is available for your viewing.

Providers can also submit their Mental Health Parity Provider Questions by using the link which is one of the links below:

-  [View the Parity Kickoff Page](#)
-  [View the Parity Kickoff Recording](#)
-  [Mental Health Parity Provider Questions](#)
-  [Register for Upcoming Parity Webinars](#)

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## 2025 TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION

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April 4-6, 2025 | Application Deadline: Friday March 21, 2025

April 11-13, 2025 | Application Deadline: Friday March 28, 2025

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.

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 [Spring 2025 Interest Form](#) to begin your application. Check the [Spring Flyer](#) or visit the [Victory Junction Family Weekends Webpage](#) to learn more!

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## ROADMAP2READY: FEBRUARY

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Each month we will cover a topic that is a part of the Centers for Medicare & Medicaid Services Emergency Preparedness Rule. Interested to see what we covered in past posts: [Click here](#).

Disaster plans must be submitted through the following link: [2025 Disaster Plan Submission](#).

To confirm your disaster plan was received just check the "send me a copy of my responses" option at the end of the Disaster Plan Submission form.

Disaster Plans are due **May 1, 2025**. Even if no updates are needed to your 2025 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 by the deadline (May 1, 2025), may result in an audit and/or plan of correction.

The U.S. [Centers for Medicare and Medicaid Services \(CMS\)](#) 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 adequate disaster planning and training process in place within your organization. We know that the best way to cope when a disaster strike is preparation. Please connect with your [local emergency management](#) office, know your local hazards and resources, and stay connected with Trillium in the event of an emergency. In addition, Trillium has a list of disaster preparedness resources listed on the [Community Crisis and Disaster Response webpage](#).

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## FEBRUARY DIVERSITY, EQUITY, AND INCLUSION EVENTS

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Trillium is pleased to announce an upcoming Diversity, Equity and Inclusion virtual event:

- 🌱 **Breast Cancer: Addressing Racial Disparities through Education and Practice**  
February 25, 2025, at 11:00 a.m.  
[Registration Link](#)

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## TRILLIUM IS A CLOSED NETWORK FOR BH/SUD/IDD

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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 website. Non-contracted providers can submit an [Interest Submission Form](#) to express future interest in contracting for behavioral health, substance use, and intellectual/developmental disabilities services.

Trillium will review interest submissions on a monthly basis.

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

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

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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.