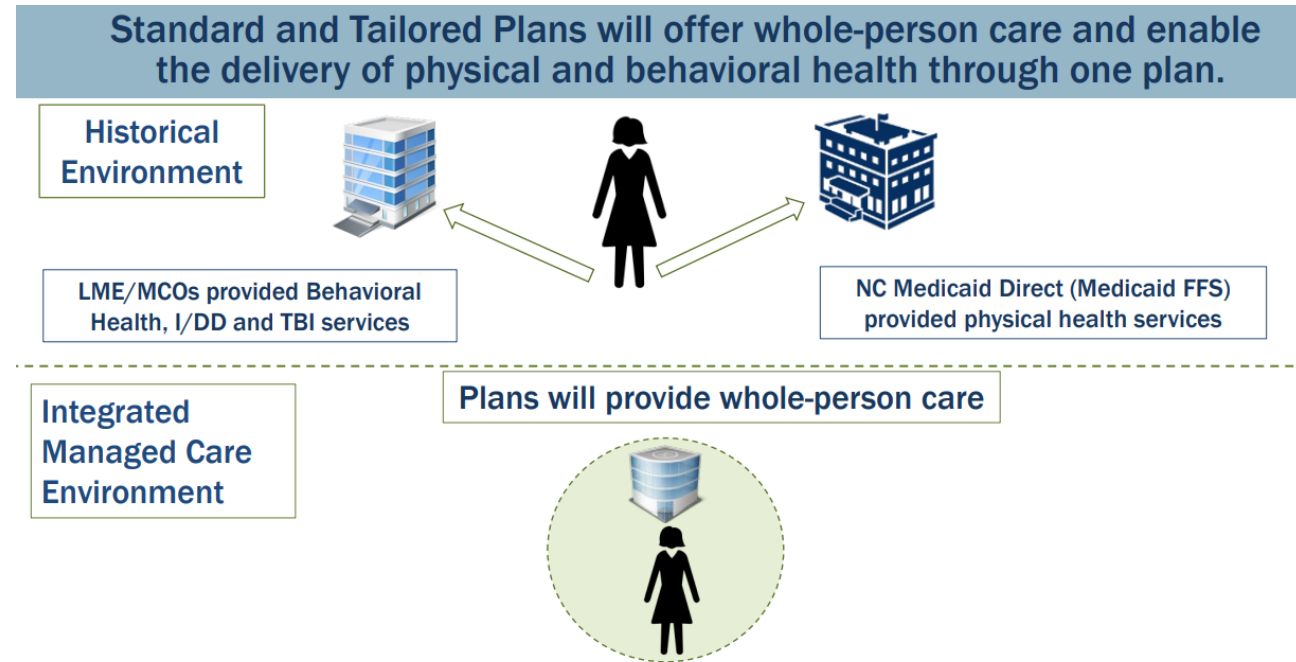




Tailored Plan Information Session: Provider Claims Overview January 2023

Integrated Physical and Behavioral Health

- Both Standard Plan and Tailored Plan programs integrate physical and behavioral health services for members as well as maintain networks of physical and behavioral health providers.
- Standard Plans are geared toward Medicaid members with mild-to-moderate behavioral health needs.
- Tailored Plans are for individuals with significant Behavioral Health (BH) needs, Intellectual/Developmental Disabilities (I/DD), and/or Traumatic Brain Injury (TBI).



NC MEDICAID MANAGED CARE | COMMUNITY PARTNERS WEBINAR | JUNE 16, 2022

Tailored Plan Launch

- North Carolina continues to transition Medicaid from a fee-for-service delivery system to Managed Care.
- Tailored Plans are **scheduled to launch 4/1/2023** to support members with significant behavioral health, I/DD, and TBI needs.



Tailored Plan - What is it?

The **Tailored Plan** will provide:

- Physical health, pharmacy and enhanced behavioral health services for members who may have significant mental health needs, severe substance use disorders, intellectual/developmental disabilities (I/DD) or traumatic brain injury (TBI).
- Services for Innovations and TBI waiver members and Waiver waitlist members.
- Value-added services, such as wellness programs.
- Non-emergency medical transportation and Non-emergency ambulance transportation (NEMT/NEAT) for Medicaid-covered services (including carved out services).
- Tailored Care Management:
 - Tailored Care Management will focus on the whole person and help address physical health, pharmacy, behavioral health, I/DD, TBI and long-term services and supports (LTSS) needs. It will also address unmet health-related resource needs.

Health Plan Options Provided by the Department

☐ Full Network Management by / through Tailored Plan Health Plan

Tailored Plan Health Plan manages both the physical health and behavioral health network, including direct agreements with subcontractors/brokers who manage part of the Tailored Plan program's network, such as for Pharmacy, Vision, Durable Medical Equipment and/or NEMT5.

☒ Shared Network Management Through Partnerships (Hybrid)

Tailored Plan Health Plan manages some aspect of its Tailored Plan program network, such as the Behavioral Health network, but subcontracts with a Standard Plan Health Plan partner or indirectly with a Standard Plan Health Plan's subcontractor/broker to manage other aspects of the Tailored Plan program network. This could include situations where the Tailored Plan Health Plan's agreement with its Standard Plan Health Plan partner includes the use/leveraging of the Standard Plan Health Plan's subcontractor's/broker's networks (like Pharmacy, Vision, Durable Medical Equipment and/or NEMT).

☐ Full Network Management by / through Standard Plan Health Plan

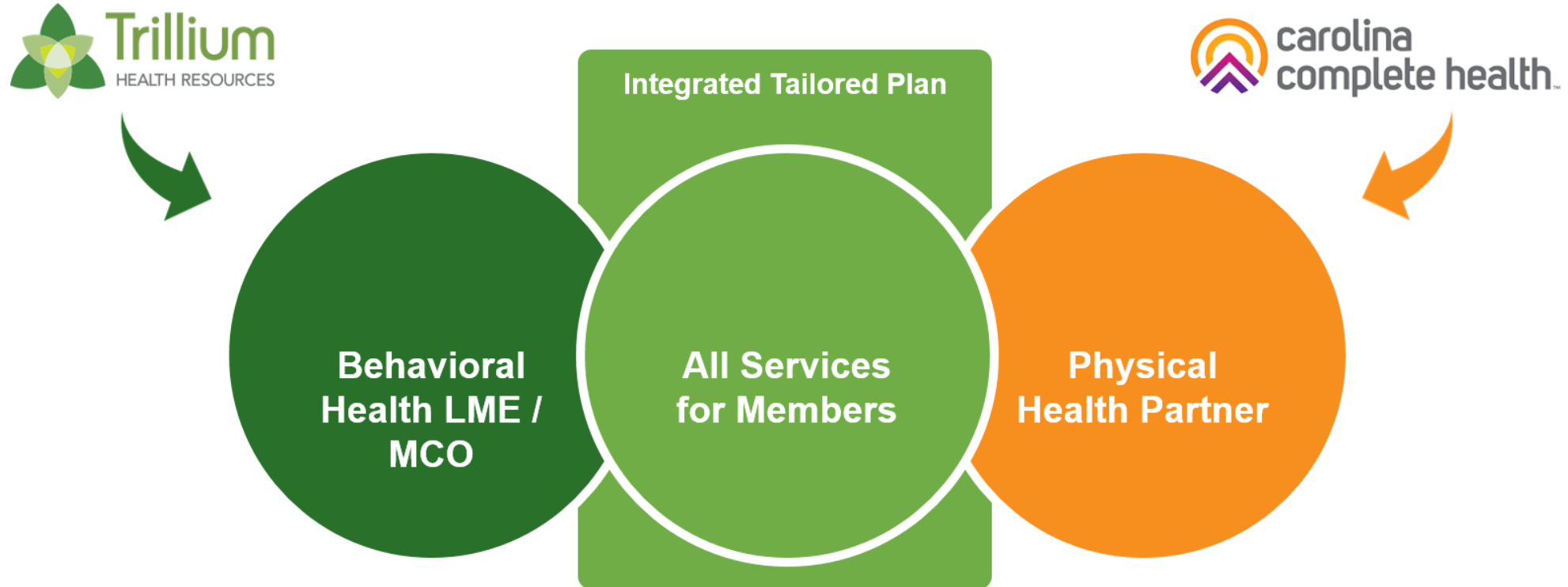
Standard Plan Health Plan manages both the physical health and behavioral health network, including direct agreements with subcontractors/brokers who manage part of the Standard Plan program's network, such as for Pharmacy, Vision, Durable Medical Equipment and/or NEMT.

Tailored Plan Physical Health Providers

- This is an opportunity to remain “in-network” for members who are eligible for a Tailored Plan.
- When Tailored Plans launch, providers and hospitals will no longer be reimbursed by NC Medicaid Direct for most Physical Health services rendered to Tailored Plan members.
- NC Medicaid Direct behavioral health services will be reimbursed by Trillium.



Contracting Dynamics with Carolina Complete Health



Carolina Complete Health is engaging with physical health providers and hospitals on Trillium's behalf for contracting on the Physical Health side. Upon Go-Live in April 2023, CCH will cover physical health services for eligible members.

Why we're in business

CAROLINA COMPLETE HEALTH'S PURPOSE

Transforming the health of the
community, one person at a time

What we do

OUR MISSION

Better health outcomes at lower costs

What we represent

OUR PILLARS



Focus on the
Individual



Whole
Health



Active Local
Involvement

What drives our activity

OUR BELIEFS

We believe healthier
individuals create
more vibrant families
and communities.

We believe treating
people with kindness,
respect and dignity
empowers healthy
decisions.

We believe we have a
responsibility to remove
barriers and make it
simple to get well, stay
well, and be well

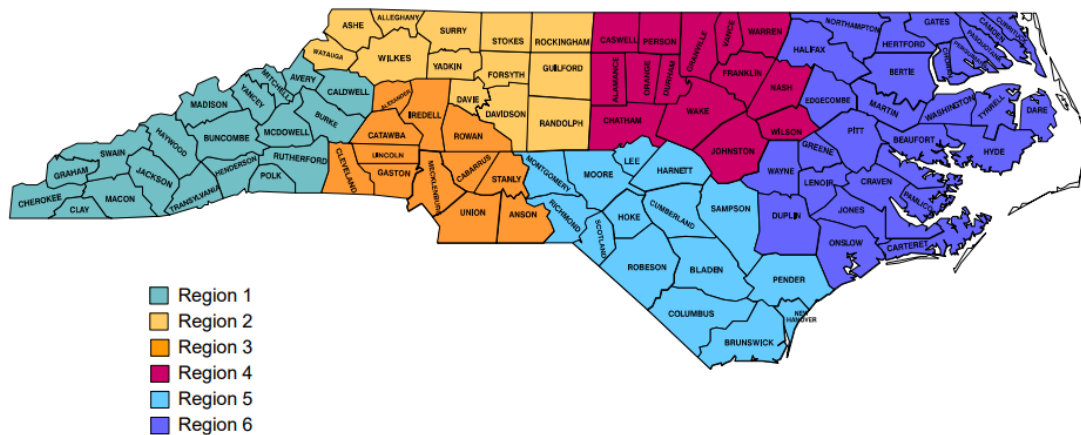
We believe in
treating the whole
person, not just
the physical body.

We believe local
partnerships
enable meaningful,
accessible
healthcare.

Medicaid Managed Care

- North Carolina has two programs under Medicaid Managed Care, Standard Plans and Tailored Plans.
- On July 1, 2021, Standard Plans went live with 5 Pre-Paid Health Plans (PHPs), including Carolina Complete Health.
- Tailored Plans are scheduled to launch on April 1, 2023, with 6 Tailored Plans.
- Eastern Band of Cherokee Indians Tribal Option [EBCI Tribal Option Overview](#)

Standard Plan Regional Map



[View larger](#)

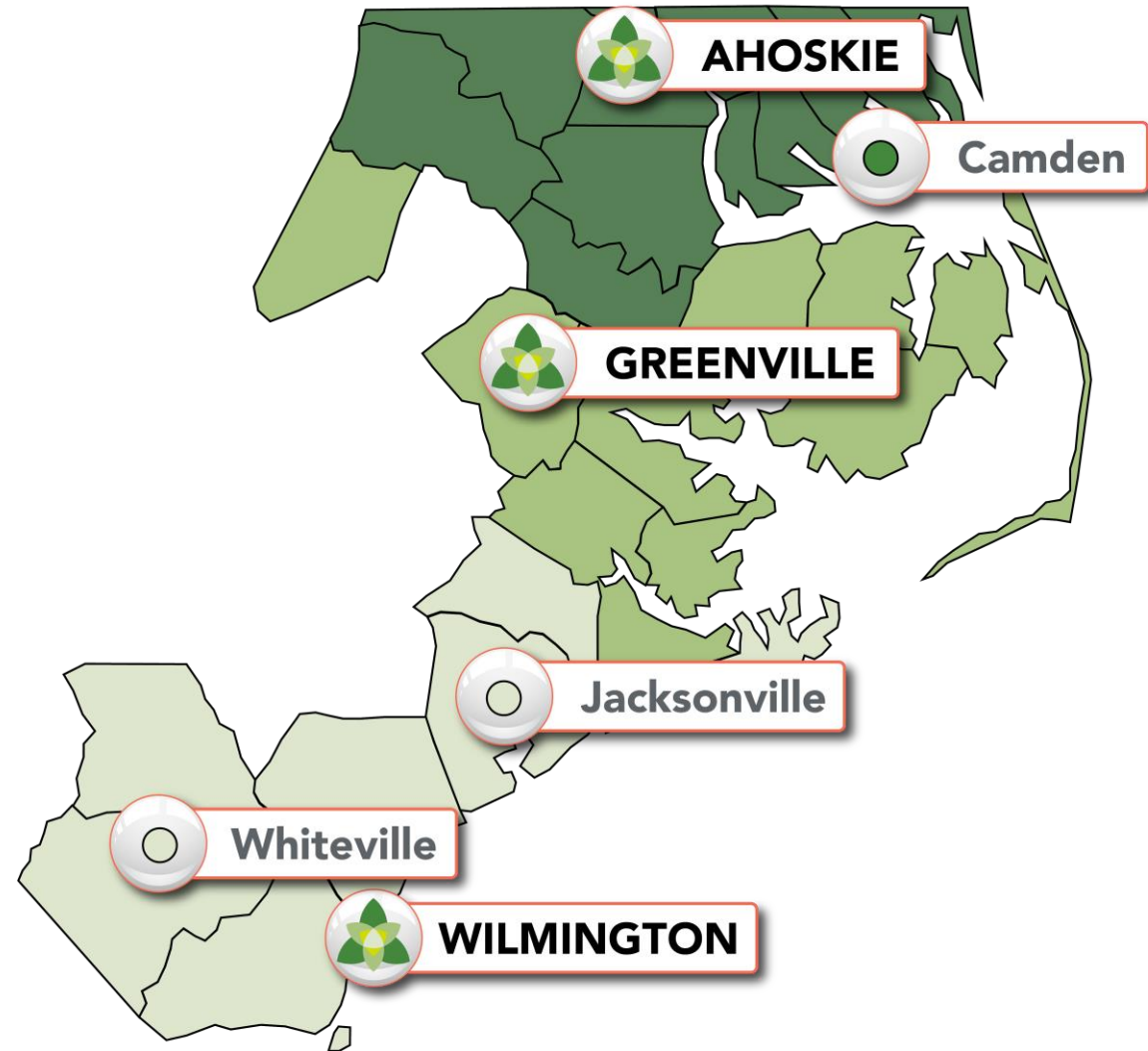
Tailored Plan Service Areas



[View larger](#)

About Trillium

- Trillium covers 28 counties in eastern North Carolina.
- Total population around 1.55 million, with around 76,900 individuals on Medicaid in our region who are potentially eligible for the Tailored Plan.
- Over 500 staff who live and work in eastern North Carolina.





OUR MISSION

Transforming lives and building community well-being
through partnership and proven solutions

OUR VISION

For every community and individual we serve to reach their **fullest potential**.

OUR BELIEFS

Our communities
are only as
strong as our
people.

We are uniquely
positioned to
meet the distinct
needs of the
individuals and
communities we
serve.

We help provide
the tools for
strengthening the
foundations of well-
being to prevent
issues later.

Our number one
focus is helping
every person we
serve get the
services needed to
live a fulfilling life
and reach their
highest potential.

Joining the Trillium Network as a Physical Health Provider

- Sign a participation agreement (or amendment if already participating with CCH) if you do not have a contract with CCH that includes participation with Trillium

Current CCH providers can contact Provider Relations and Support:

NetworkRelations@cch-network.com

If you are not currently a CCH Provider, complete our:

[Tailored Plan Contract Request Form](#)

You can also contact Trillium at: NetworkServicesSupport@TrilliumNC.org

or

Provider Support Services Line: 1-855-250-1539

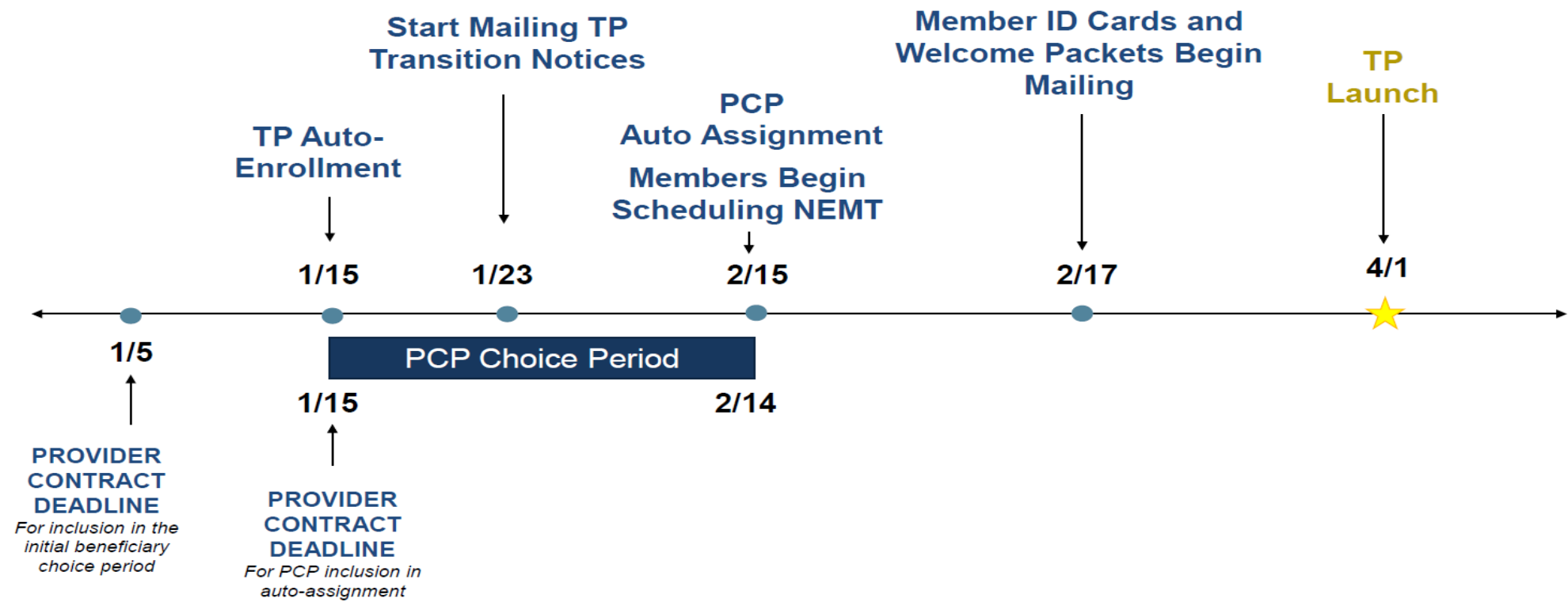
Primary Care in Tailored Plans

Vision for Primary Care in Managed Care: Build on the Carolina ACCESS program to **preserve broad access to primary care services** for Medicaid members and **strengthen the role of primary care in care management, care coordination, and quality improvement** as the state transitions to managed care

- All Tailored Plan members can choose or will be assigned to a Primary Care Provider/Advanced Medical Homes Plus (AMH+).
- AMH Tiers 1, 2, and 3 should receive a PMPM medical home for each Tailored Plan member assigned to their practice for primary care.
- AMH Tiers 3 should be offered an incentive/APM program based on the current AMH measure set. This is optional for Tiers 1 and 2.

Tailored Plan Transition Timeline

Updated Member Notice and Provider Contracting Timeline - April 2023 Tailored Plan Launch



NCDHHS Tailored Plan Enrollment and Timelines Fact Sheet

Additional Tailored Plan Provider Trainings

Tailored Plan 101: Ready, Set, Launch webinar series (NC DHHS and NC AHEC)

- This webinar series occurs the third Thursday of each month at 5:30PM and is designed to support all Medicaid providers, practice managers, quality improvement professionals, care coordinators and other leaders within your practice to help you prepare for the launch. [Register for the series.](#)
- Previous dates are recorded and available in the Archives section.

Tailored Care Management, Learning Collaborative Sessions (NC AHEC)

- The sessions are designed to provide content experts and peer-to-peer learning opportunities to AMH+ and CMA organizations as they prepare for TCM implementation and site reviews by the North Carolina Department of Health and Human Services. Sessions will continue every first and third Wednesday of the month from 12:30-1:30 PM.
- [Medicaid Managed Care Webinar Series for Providers | NC AHEC](#)



Trillium Health Resources - Tailored Plan Medicaid and State-Funded Claims Submission

Provider Claims Overview

Trillium Health Resources

Behavioral Health I/DD and State-Funded Claims

Claims for Behavioral Health I/DD fall into Three Groups:

- Mental Health/Substance Use (MH/SU)
- Intellectual Developmental Disabilities (IDD)
 - These include Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF-IDD), Innovations Waiver services and other home and community-based services.
- Traumatic Brain Injury (TBI)

Billing:

- MH/SU/IDD services will be billed with the appropriate primary ICD-10-CM diagnosis code to the highest level of specificity that meets medical necessity in the range of F10-F99
- Exceptions are noted in the Claims Submission Protocol table

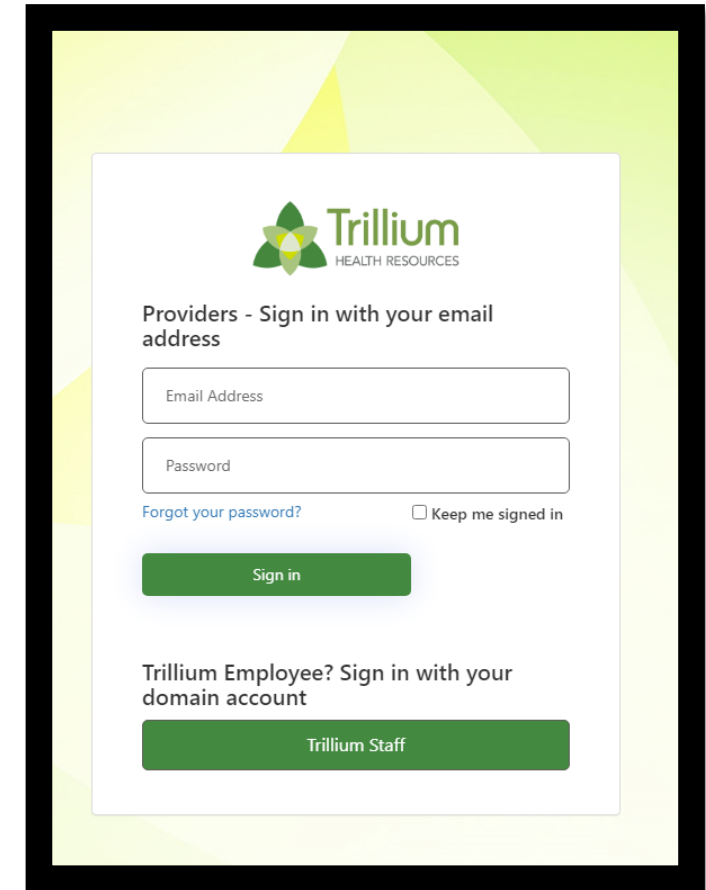


Behavioral Health I/DD and State-Funded Claims

Submission:

- 🌱 Claims described here may be submitted to Trillium using HIPAA Standard Electronic Transaction set via one of the following:
- Secure Behavioral Health I/DD web portal
 - Secure FTP
 - Via claims clearinghouse:
 - Change Healthcare (previously Emdeon) via Medical Payer ID 56089
 - The SSI Group via Medical Payer ID 43071

[Secure Behavioral Health/I/DD Portal](#)



The screenshot shows the login interface for the Trillium Health Resources portal. At the top is the Trillium logo with the text 'Trillium HEALTH RESOURCES'. Below the logo, the text 'Providers - Sign in with your email address' is displayed. There are two input fields: 'Email Address' and 'Password'. Below the password field, there is a link 'Forgot your password?' and a checkbox labeled 'Keep me signed in'. A green 'Sign in' button is positioned below the login fields. At the bottom of the form, the text 'Trillium Employee? Sign in with your domain account' is shown, followed by a green button labeled 'Trillium Staff'.

Physical Health Claims

Claims for Physical Health include:

- Physical health
- Long-Term Services and Supports
 - Inclusive of nursing facility, home health, private duty nursing, personal care, and hospice services.

Billing:

- Primary medical ICD-10 diagnosis code to the highest level of specificity meeting medical necessity excluding the range of F10-F99
- Exceptions are noted in the Claims Submission Protocol table

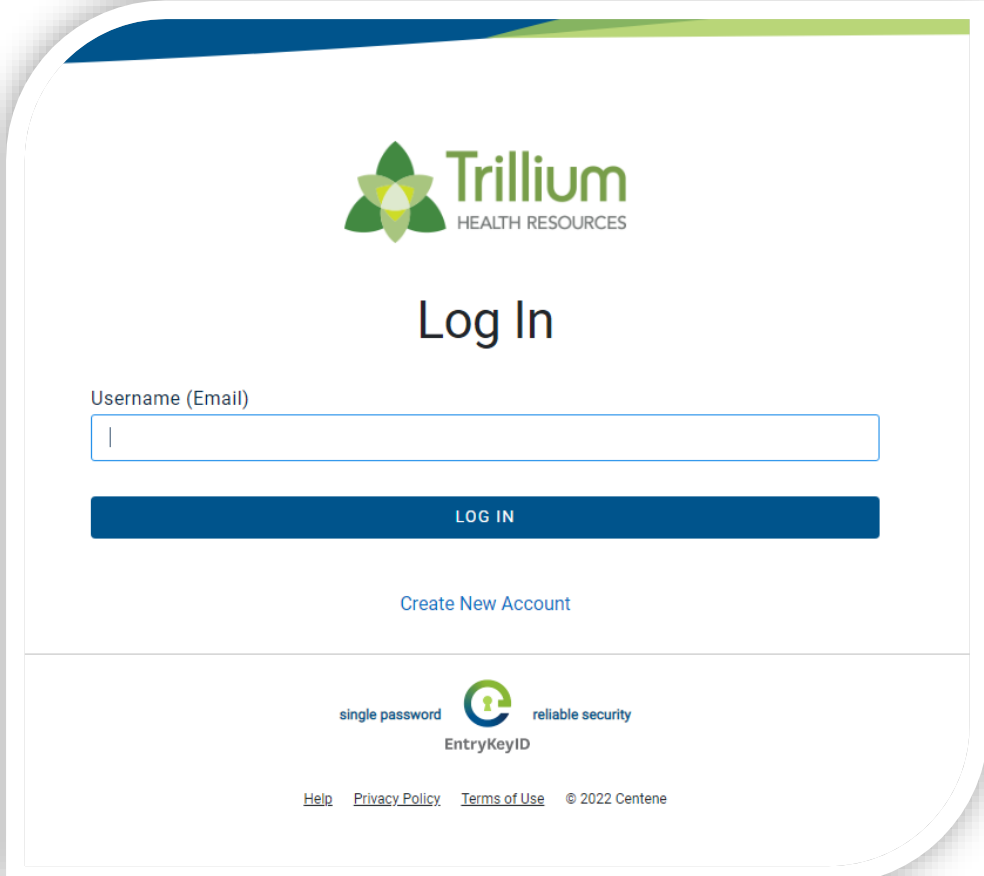


Physical Health Claims

Submission:

- Physical health claims described here and physician-administered (professional) drug claims may be submitted to Carolina Complete Health (CCH) using HIPAA Standard Electronic Transaction set via one of the following:
- Secure web-based Physical Health Portal
 - Secure FTP
 - Via claims clearinghouse:
 - Availity via Medical Payer ID 68069

Secure Physical Health



The image shows a screenshot of the Trillium Health Resources Log In page. At the top, there is a blue and green header bar. Below it, the Trillium Health Resources logo is displayed. The main heading is "Log In". There is a text input field for "Username (Email)" with a cursor inside. Below the input field is a blue "LOG IN" button. Underneath the button is a link that says "Create New Account". At the bottom of the page, there is a section for "single password" and "reliable security" with the "EntryKeyID" logo. Below this, there are links for "Help", "Privacy Policy", and "Terms of Use", followed by the copyright notice "© 2022 Centene".

Portal Live Date To Be Announced

Pharmacy Claims

- Pharmacy Claims include:
 - Rendered pharmaceuticals
 - Pharmacy services
 - These include outpatient pharmacy (point-of-sale claims)
- Submission:
 - Pharmacy claims for rendered pharmaceuticals or pharmacy services, including outpatient pharmacy, point-of-sale claims may be submitted to PerformRx using the most current NCPDP HIPAA-approved format with Rx BIN Number 019595 and PCN - PRX10811.

Claims Submission Protocol Table

Claims Submission Protocol	
Services	Claims Submission
Allergies	Physical Health Portal
Ambulance Services	Physical Health Portal
Anesthesia	Physical Health Portal
Auditory Implant External Parts	Physical Health Portal
Behavioral Health:	
Assertive Community Treatment Program	Behavioral Health I/DD Portal
Community Support Team	Behavioral Health I/DD Portal
Enhanced Mental Health & Substance Use Services	Behavioral Health I/DD Portal
Facility Based Crisis Management for Children and Adolescents	Behavioral Health I/DD Portal
ICF-IDD	Behavioral Health I/DD Portal
Innovation Services	Behavioral Health I/DD Portal
Inpatient Charges for Psychiatric and Substance Use *please see additional guidance below	Behavioral Health I/DD Portal
Outpatient Behavioral Health Services with MH/SU primary diagnosis	Behavioral Health I/DD Portal
Peer Support	Behavioral Health I/DD Portal
Psychiatric Residential Treatment Facilities for Children under the Age of 21	Behavioral Health I/DD Portal
Psychological Services in Health Departments and School-Based Health Centers	Behavioral Health I/DD Portal
Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder	Behavioral Health I/DD Portal
Residential Treatment Services	Behavioral Health I/DD Portal
Community Based Services:	
Home Health Services	Physical Health Portal
Home Infusion Therapy	Physical Health Portal
Hospice Services	Physical Health Portal
Personal Care Services	Physical Health Portal
Private Duty Nursing	Physical Health Portal
Burn Treatment and Skin Substitutes	Physical Health Portal
Cardiac Procedures	Physical Health Portal
Chiropractic Services	Physical Health Portal
Dental –	Physical Health Portal
Managed Care covered codes (D0145 and D1206)	
Dietary Evaluation and Counseling	Physical Health Portal
Durable Medical Equipment (DME)	Physical Health Portal

Claims Submission Protocol	
Services	Claims Submission
Federally Qualified Health Center (FQHC)	Physical Health Portal
Free Standing Birth Center Services (when licensed or otherwise recognized by DHHS)	Physical Health Portal
Hearing Aids	Physical Health Portal
Inpatient Charges,–Rehabilitation & Medical *please see additional guidance below	Physical Health Portal
Laboratory and X-Ray Services	Physical Health Portal
Maternal Support Services	Physical Health Portal
Non-emergent Transportation to Medical Care (NEMT)	Modivcare
Nursing Facility Services	Physical Health Portal
Obstetrics & Gynecology	Physical Health Portal
Ophthalmological Services	Physical Health Portal
Outpatient Services with primary medical diagnosis	Physical Health Portal
Outpatient Hospital Services, primary MH/SU diagnosis	Behavioral Health I/DD Portal
Outpatient Hospital Services, with primary medical diagnosis	Physical Health Portal
Pharmacy Point of Sale	PerformRx
Pharmacy (Physician administered)	Physical Health Portal
Physician Services with primary medical diagnosis	Physical Health Portal
Physician Services, primary MH/SU diagnosis	Behavioral Health I/DD Portal
Podiatry	Physical Health Portal
Radiology	Physical Health Portal
Reconstructive Surgery	Physical Health Portal
Rural Health Clinics	Physical Health Portal
Solid Organ Transplants	Physical Health Portal
Specialized Therapies	Physical Health Portal
Stem Cell Transplants	Physical Health Portal
Tailored Care Management	Behavioral Health I/DD Portal
Targeted Case Management – HIV Case Management Services	Physical Health Portal
Ventricular Assist Device	Physical Health Portal
Vision Services	Envolve Portal

Provider Portals



- The Behavioral Health I/DD Portal and Physical Health Portal are web-based systems available to Trillium partners upon completion of a Trading Partner Agreement (TPA)
 - Both portals provide access to behavioral health and physical health claim entry screens
- Billing through these portals is Direct Data Entry (DDE) where an electronic CMS1500 or UB04 form is accessed and billing information is entered and submitted for reimbursement
 - Both portals provide access to behavioral health and physical health claim entry screens
- To access the secure provider portals, please visit trillium's website at www.trilliumhealthresources.org and select "For Providers"
 - Trillium Provider Direct Webinars are available in the secure Behavioral Health IDD - Provider Direct Module to assist with completing CMS1500 and UB04 claim forms
 - Secure Physical Health Portal training resources may be found [linked here](#)

Other Exceptions

Electronic Visit Verification (EVV)

- Claims for services subject to EVV must be submitted through HHAeXchange to meet compliance requirements
- General EVV information can be found on the HHAeXchange North Carolina Provider Information Center [linked here](#).



Non-Emergency Transportation to Medical Care

- Claims for Non Emergency Medical Transportation (NEMT) and Non Emergent Ambulance Transportation (NEAT) services are processed through Trillium's contractor Modivcare
- Modivcare responsibilities also include booking of reservations/rides
- Providers can bill electronically through Modivcare's web portal, by an Automated Transportation Management System (ATMS), or by submitting paper claims.

Modivcare's Claims Department: 1-800-930-9060

Modivcare Rides: 1-855-397-3604

Other Exceptions

Vision

- Claims for Vision services are processed through Envolve, a subsidiary of CCH
- Claims may be submitted using HIPAA Standard Electronic Transaction set or via a secure web-based portal

<https://visionbenefits.envolvehealth.com/logon.aspx> (Please copy and paste this URL into your browser)

envolve.



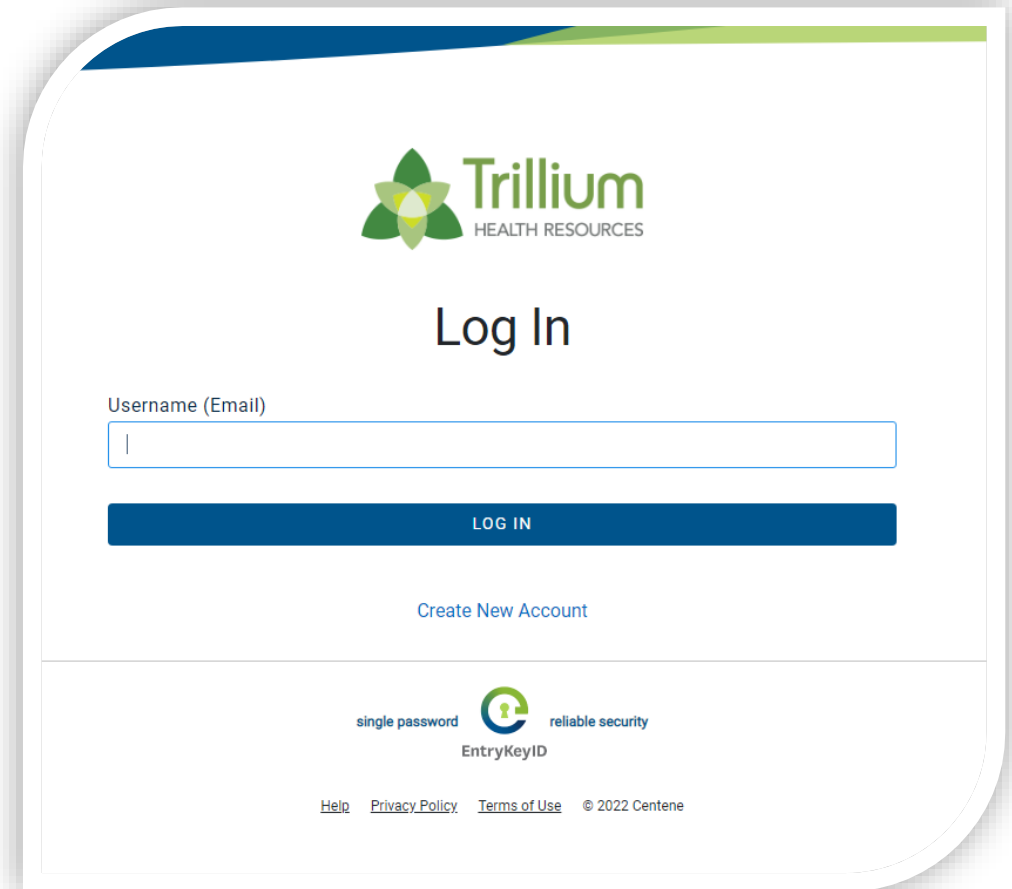
Additional Information

- For Additional Training information on How to Submit Claims to the Provider Portal
 - **Behavioral Health I/DD Portal**
 - Trainings available within the Behavioral Health I/DD Secure Provider Portal - Provider Direct
 - Trainings available on My Learning Campus from the Trillium's website
 - www.trilliumhealthresources.org
 - **Physical Health Portal**
 - Trainings available at Carolina Complete Health Network's Education and Training Page
 - <https://network.carolinacompletehealth.com/resources/education-and-training.html>

Physical Health Secure Provider Portal and Claims Submission

Physical Health Secure Provider Portal

- Secure Provider Portal Functions:
 - Claims submissions & status
 - ...and more!



The screenshot shows the login interface for the Trillium Health Resources Secure Provider Portal. At the top, the Trillium logo (a green stylized flower) is followed by the text "Trillium HEALTH RESOURCES". Below this is the heading "Log In". A text input field labeled "Username (Email)" contains a single vertical bar. Underneath the input field is a solid blue button with the text "LOG IN" in white. Below the button is a link that says "Create New Account". At the bottom of the page, there is a section for "EntryKeyID" featuring the text "single password" and "reliable security" flanking a circular icon with a keyhole. Below this icon is the text "EntryKeyID". At the very bottom, there are links for "Help", "Privacy Policy", and "Terms of Use", followed by the copyright notice "© 2022 Centene".

Additional Physical Health Portal Training

Register and instantly view a Secure Provider Portal Training.

- [Available on-demand now!](#)
- [View slide deck](#)

This training reviews:

- Registering for the secure portal and logging in
- Account Management Role and Tasks
- Account Details
- Portal Features and Benefits
- AMH Provider Analytic Tools and Reports

Additional Claims and Billing Resources with CCH

- [Claims and Billing Website](#)
- [2022 Billing Manual \(PDF\)](#)
- [Claims Submission Reminder Guide \(PDF\)](#)
- [Guidance for Submitting CLIA Claims \(PDF\)](#)

Carolina Complete Health Resources

- **Provider Website:** <https://network.carolinacompletehealth.com/>
- **Contact Us:**
<https://network.carolinacompletehealth.com/about-us/contact-us.html>
- **Provider Education & Training:**
<https://network.carolinacompletehealth.com/resources/education-and-training.html>
- **Provider Communications:**
<https://network.carolinacompletehealth.com/ProviderUpdates/cchn-bulletins-and-newsletters.html>



- Trillium Health Resources: <https://www.trilliumhealthresources.org/>
- Contact Us: <https://www.trilliumhealthresources.org/explore-trillium/contact-us>
- Provider Training: <https://staff.mylearningcampus.org/login/index.php>
- Provider Communication: <https://www.trilliumhealthresources.org/providers/provider-communications>
- NCDHHS information for providers: <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicaid-managed-care>
- Social Media:
 - Facebook: <https://www.facebook.com/TrilliumHealthResources/>
 - Twitter: <https://twitter.com/trilliumnc>
 - LinkedIn: <https://www.linkedin.com/company/trillium-health-resources/mycompany/>



Contact Us!

NetworkRelations@cch-network.com
NetworkServicesSupport@TrilliumNC.org

Questions?

