

**To:** All Eastpointe and Sandhills Providers  
**From:** Cindy Ehlers, Chief Operations Officer  
**Date:** December 28, 2023  
**Subject:** Providers Contracts and Rates

This communication provides information around contracts and rates for all Eastpointe and Sandhills providers.

We understand this change can create anxiety for all stakeholders including members, providers, and community agencies. We want to make the change as easy as possible and transparent for all.

### PROVIDER RATES

There have been many questions regarding provider rates. We do not have all the answers at this time, but efforts are underway to analyze rates between the consolidating entities and determine the best path forward.

Trillium has made a commitment to maintain current provider funding levels through consolidation. Member and provider-specific rates will remain in effect upon consolidation. Additional guidance and rate information will be published in the coming weeks.

### PROVIDER CONTRACTS

Please be assured that our team is actively working to streamline the contracting transition. We are planning to have contracts migrate to Trillium with the same services. Trillium is committed to ensuring a seamless transfer of services and contracts. Our primary goal is to minimize disruptions and maintain continuity in services. We are in the process of reviewing all existing contracts. We understand the importance of timely communication. Our aim is to provide you with regular updates on the progress of our contracting. To ensure a successful transition of services, we may need your cooperation in reviewing and confirming the details of your existing contracts. We will reach out to you promptly with specific information that might be needed to facilitate this process. Future communication will be sent out to providers on how to receive access to Trillium's training portal called **MyLearningCampus** and provider web portal called **Provider Direct**.

For more information and to submit questions, please visit our [Consolidation page](#)

All questions related to this Clinical Consolidation Communication can be sent to [UM@TrilliumNC.org](mailto:UM@TrilliumNC.org). Questions will be responded to as quickly as possible. We are working to address other questions and concerns as quickly as possible. Thank you for your patience while we transition.