



07/22/2024

Jane Doe

1234 Main St.

Wilmington, NC 28401

PLEASE FIND ENCLOSED YOUR NEW NC MEDICAID ID CARD

*This NC Medicaid ID card is effective effective **July 1, 2024.***

Your NC Medicaid ID card includes important information:

- Your name and NC Medicaid ID number
- Your primary care provider's (PCP) name, address and phone number
- Trillium's service line phone numbers
- Pharmacy benefit information

USING YOUR NC MEDICAID ID CARD

Use your NC Medicaid ID card to receive health care services. For families enrolled in our health plan, each family member has a separate card.

Always have your NC Medicaid ID card with you when you visit a provider or hospital.

You should also have with you:

- Other identification (for adults)
- Any other insurance cards, including Medicare, if you have it

Contact Us

If you have questions about your new NC Medicaid ID card, call us at **1-877-685-2415**.

If your NC Medicaid ID card is lost, destroyed or stolen, call us at **1-877-685-2415** to ask for a replacement.





201 West First St.
Greenville, NC 27858
TrilliumHealthResources.org

Name: JUAN GARCIA

Medicaid #: 000123987X

DOB: 10/2/1950

Effective Date: 9/11/1995

PCP Name: HEALTH & HUMAN SERVICES

1650 GREENFIELD STREET

WILMINGTON, NC 28401

910-798-3500

Rx: PerformRx

RxBIN: 019595

PCN: PRX10811

IMPORTANT CONTACT INFORMATION

Behavioral Health Crisis Number:
[1-888-302-0738](tel:1-888-302-0738)

Member Services and Nurse Line:
[1-877-685-2415](tel:1-877-685-2415) (TTY 711)

Provider Service Support Line:
[1-855-250-1539](tel:1-855-250-1539)

Member Pharmacy Line:
[1-866-245-4954](tel:1-866-245-4954)

Pharmacy Prior Authorization:
[1-855-662-0277](tel:1-855-662-0277)

If you suspect a doctor, clinic, hospital, home health service or any other kind of health provider is committing Medicaid fraud, report it. Call [\(919\) 881-2320](tel:919-881-2320).

For a full list of services and benefits available, please visit

TrilliumHealthResources.org



07/22/2024

Date of enrollment: 01/12/2005

Jane Doe

1234 Main St.

Wilmington, NC 28401

WELCOME TO TRILLIUM HEALTH RESOURCES (TRILLIUM).

You are eligible for services through Trillium if you receive Medicaid. We strive to help you get the services you need to improve well-being and live a fulfilling life. We manage services for physical health and serious mental health, substance use disorders, intellectual/developmental disabilities (I/DD), and traumatic brain injuries (TBI) in our region.

Trillium is your health plan. You may also hear Trillium called a Tailored Plan. Tailored Plans help to make sure that all of your health care needs for physical health, pharmacy, behavioral or I/DD are met. We will also help with addressing your unmet health related resource needs. We contract with a network of providers including social workers, substance use counselors, direct support staff, eye doctors, nurses, pharmacies, primary care physicians, psychologists, and psychiatrists. Members do not have to file their own claims for any services.

IMPORTANT TRILLIUM PHONE NUMBERS:

Member and Recipient Services:

Please call Member and Recipient Services at **1-877-685-2415** to be connected to services or for a replacement Medicaid ID card if lost.

Non-Emergency Medical Transportation:

You can set up transportation to doctor's visits by calling **1-877-685-2415** and choosing "need help with Transportation." It is a toll free number, answered Monday–Saturday 7 a.m.–6 p.m.

Behavioral Health Crisis Line:

You can call the Behavioral Health Crisis Line at **1-888-302-0738** at any time for immediate access to trained, licensed professionals who provide assistance for any type of behavioral health issue. If you are experiencing a life threatening emergency, please call **9-1-1**.

Nurse Line:

Please call our Nurse Line at **1-888-302-0738** twenty-four (24) hours a day, seven (7) days a week, every day of the year. You can get advice on when to go to your primary care provider or ask questions about symptoms or medications.





ENCLOSED YOU WILL FIND OUR MEMBER HANDBOOK.

Our handbook will help answer many questions about accessing services and about how Trillium can help meet your needs. Your Medicaid ID card is mailed in a separate envelope.

For more information about Trillium, visit our website at TrilliumHealthResources.org.

You will find information to help you access available care, your rights and responsibilities, and more:

- Member Handbook
- Choosing a Care Management Provider or Opting Out
- Drug Formulary (Medications Available)
- Notice of Privacy Practices
- Benefit Plan & Service Definitions
- Provider Network Directory
- Requesting Non-Emergency Medical Transportation (NEMT)

YOU CAN ALSO FIND OUR PROVIDER DIRECTORY ON OUR WEBSITE.

If you do not have a computer or internet access, need materials in another language, or need a larger format, please call Member and Recipient Services to request any printed copies of the Provider Directory.

ADDITIONAL INFORMATION ABOUT TAILORED PLANS:

Information about the NC Ombudsman:

- The Medicaid Ombudsman provides education and advocacy for Medicaid beneficiaries whether they are in NC Medicaid Managed Care or NC Medicaid Direct.
- The NC Medicaid Ombudsman provides issue resolution for NC Medicaid Managed Care members.
- The NC Medicaid Ombudsman is a resource you can use when you have been unable to resolve issues with Trillium or your PCP.
- The NC Medicaid Ombudsman can offer help if you cannot get access to health care, connect you to other resources, and help you understand your rights and responsibilities.
- Phone Number: **1-877-201-3750**
- Website: ncmedicaidombudsman.org

Information about Primary Care Physician assignment:

Your Primary Care Provider (PCP) is a doctor, nurse practitioner, physician assistant or other type of provider who will:

- Care for your health
- Coordinate your needs
- Help you get referrals for specialized services if you need them

As a Trillium Medicaid member, enrolled in a Tailored Plan, you had an opportunity to choose your own PCP. If you did not select a PCP, we chose one for you based on your past health care. You can find your PCP's name and contact information on your Medicaid card. If you would like to change your PCP, you have 30 days from the date of receiving this packet to make the change. We can help arrange your first visit to your PCP, please call **1-877-685-2415** for assistance.





Information about Tailored Care Management:

Once you have selected or been auto assigned to PCP, you had the opportunity to select your Tailored Care Management Provider. As a Tailored Plan member, you may be eligible to receive Tailored Care Management. Tailored Care Management allows you to select a care manager who will work with you and your care team to make sure that you are getting the right supports and services.

If you are eligible for Care Management, you will have an assigned Tailored Care Management Provider who can best meet your needs. There are three different types of Care Management Providers including: Advanced Medical Home Plus, Care Management Agency, and Trillium Care Management. Trillium will help you choose the provider that is right for you.

People who are receiving services that would duplicate Care Management may not be eligible to receive Tailored Care Management. In this packet, you will also have a form provided that allows you to opt out of Care Management. You may also opt out by contacting Member Services at **1-877-685-2415**. Additionally, if you would like to change to your Tailored Care Management Providers, Member Services can help you with that request. If you need a care manager and you did not have an insert with an assigned provider, you can contact Member Services to see if you are eligible.

Information on how to change to a Standard Plan or NC Medicaid Direct:

If you do not want to be in Trillium, you may have other choices. Your choices may include Standard Plans or NC Medicaid Direct. To learn more about your choices or to make a change, call the NC Medicaid Enrollment Broker at **1-833-870-5500** (TTY: **711** or RelayNC.com) or go to ncmedicaidplans.gov.

Information on Non-emergency Medical Transportation:

Trillium can arrange and pay for your transportation to help you get to and from your appointments for Medicaid-covered care. This service is free to you. If you need an attendant to go with you to your doctor's appointment, or if your child (18 years old or younger) is a member of the plan, transportation is also covered for the attendant, parent or guardian. Non-emergency transportation includes personal vehicles, taxis, vans, stretcher vans, wheelchair vans, mini-buses, mountain area transports and public transportation.

To request transportation services call **1-877-685-2415** up to two (2) days before your appointment to arrange transportation to and from your appointment.

After hours you may obtain medical transportation to appointments by dialing the same toll-free number used during normal business hours. Non-emergency transportation is covered for medically necessary, covered services, such as doctor appointments, dialysis, and counseling appointments. If you need to change or cancel your transportation appointment, or if transportation does not show at the appointment time, please call Transportation Services at **1-877-685-2415** (TTY: **711**) as soon as you are aware of the need to change or cancel your pickup time. If the transportation does not show at the appointment time, please contact Transportation Services at **1-877-685-2415** (TTY: **711**) to determine the location of the driver or make alternative arrangements.





YOU HAVE TRANSITION OF CARE PROTECTIONS.

Your health care is important to us, and we want to make sure you keep getting care from your providers. Until **January 31, 2025**, Trillium will allow you to get treatment from out-of-network providers. Our provider network might not include your current doctor, but we are adding new providers each day.

This means you can:

- Get health care from your current doctor, nurse practitioner, physician assistant or other provider.
- Get services you need from providers in-network and out-of-network.

What if I am in the middle of getting treatment?

If you are currently getting ongoing treatment or if you have an ongoing special condition, Trillium will work with you and your provider to make sure you can continue your current treatment.

You can keep getting treatment for an ongoing condition from your current providers until **January 31, 2025**.

You can change your primary care provider (PCP) at any time for any reason until **January 31, 2025**.

Trillium is still adding primary care providers to grow our provider network (group). If you have questions about which providers you can see, call us at **1-877-685-2415** (TTY 711). You can also view providers in our group on our website at provider-directory.trilliumhealthresources.org or on the "Find page" at ncmedicaidplans.gov.

Once you find a provider you like and cares for your needs, call us at **1-877-685-2415** to tell us which provider you want to see.





Auxiliary aids and interpretation services

You can request free auxiliary aids and services, including this material and other information in large print. Call 1-877-685-2415 (TTY/TDD 711). If English is not your first language, we can help. Call 1-877-685-2415 (TTY/TDD 711). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Español (Spanish): Puede solicitar ayudas y servicios auxiliares gratuitos, incluyendo este material y otra información en letra grande. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su lengua nativa, podemos ayudarle. Llame al 1-877-685-2415 (TTY/TDD 711). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

中国人 (Chinese): 您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电 1-877-685-2415 (TTY/TDD 711)。如果英语不是您的首选语言，我们能提供帮助。请致电 1-877-685-2415 (TTY/TDD 711)。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

Tiếng Việt (Vietnamese): Bạn có thể yêu cầu các dịch vụ và hỗ trợ phụ trợ miễn phí, bao gồm tài liệu này và các thông tin khác dưới dạng bản in lớn. Gọi 1-877-685-2415 (TTY/TDD 711). Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến 1-877-685-2415 (TTY/TDD 711). Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

한국인 (Korean): 귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 정보가 있습니다. 1-877-685-2415 (TTY/TDD 711) 번으로 전화주시기 바랍니다. 영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. 1-877-685-2415 (TTY/TDD 711)번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

Français (French): Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations en gros caractères. Composez le 1-877-685-2415 (TTY/TDD 711). Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le 1-877-685-2415 (TTY/TDD 711). Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.



Hmoob (Hmong): Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau 1-877-685-2415 (TTY/TDD 711). Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau 1-877-685-2415 (TTY/TDD 711). Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

(Arabic) عربى:

ي ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل
يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما ف
على الرقم

(TTY/TDD 117)5142-586-778-1 .

يمكننا أن (TTY/TDD 117)5142-586-778-1 . إذا كانت اللغة الإنجل ر بية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم
ي هذا المستند بلغتك شفهيًا أو كتابيًا إلى خدمات
نقدم لك المعلومات الواردة ف

Русский (Russian): Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию напечатанную крупным шрифтом. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711). Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711)Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

Tagalog (Tagalog): Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa malaking print. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

ગુજરાતી (Gujarati): તમે આ સામગ્રી અને મોટી પ્રિન્ટમાં અન્ય માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. જો અંગ્રેજી તમારી પ્રથમ ભાષા નથી, તો અમે મદદ કરી શકીએ છીએ. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. અમે તમને આ સામગ્રીની માહિતી તમારી ભાષામાં મૌખિક અથવા લેખિતમાં મફત આપી શકીએ છીએ, દુભાષિયા સેવાઓની એક્સેસ આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં મદદ કરી શકીએ છીએ.

ខ្មែរ (Khmer): អ្នកអាចស្នើសុំជំនួយ និងសេវាកម្មជំនួយដោយឥតគិតថ្លៃ រួមទាំងសម្ភារៈនេះ និងព័ត៌មានផ្សេងទៀតជាទម្រង់បោះពុម្ពផ្សំ។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាដំបូងរបស់អ្នក យើងអាចជួយបាន។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ យើងអាចផ្តល់ឱ្យអ្នកដោយមិនគិតថ្លៃនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសារបស់អ្នកផ្ទាល់មាត់ ឬជាលាយលក្ខណ៍អក្សរ ការចូលទៅកាន់សេវាកម្មអ្នកបកប្រែ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក។



Deutsch (German): Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Informationen in Großdruck. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711). Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711) Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

हिंदी (Hindi): आप इस सामग्री और बड़े प्रिंट में अन्य जानकारी सहित मुफ्त सहायक सहायता और सेवाओं का अनुरोध कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। हम आपको निःशुल्क इस सामग्री की जानकारी आपकी भाषा में मौखिक या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच प्रदान कर सकते हैं, और आपकी भाषा में आपके प्रश्नों के उत्तर देने में सहायता कर सकते हैं।

ພາສາລາວ (Lao): ເຈົ້າອາດຈະຮ້ອງຂໍການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການພຣີ, ເຊັ່ນ: ການສະແດງເອກະສານ ແລະ ຂໍ້ມູນການວາງແຜນອື່ນໆ ໃຫ້ເຂົາເຈົ້າ. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາກຳເນີດຂອງເຈົ້າ, ກະລຸນາຕິດຕໍ່ພວກເຮົາ. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ພວກເຮົາຈະສະໜອງຂໍ້ມູນທີ່ມີຢູ່ໃນເອກະສານສະບັບນີ້ ໂດຍບໍ່ຄ່າໃຫ້ເຈົ້າ

ຫຼື ໂດຍບໍ່ຄ່າໃຫ້ເຈົ້າຮູ້ກ່ຽວກັບພາສາຂອງທ່ານ ໂດຍບໍ່ຄ່າໃຫ້ເຈົ້າ, ສະໜອງການເຂົ້າເຖິງການບໍລິການການຕີຄວາມໝາຍໃຫ້ທ່ານ, ແລະ ຕອບຄໍາຖາມຕ່າງໆ ທີ່ທ່ານອາດມີໃນພາສາຂອງທ່ານ.

日本 (Japanese): この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。1-877-685-2415 (TTY/TDD 711)に電話してください。英語が母国語でない方はご相談ください。1-877-685-2415 (TTY/TDD 711)に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。





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- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

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- Information written in other languages

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201 West First St.
Greenville, NC 27858

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- **online:** ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **by mail:**

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201; or

- **by phone:** **1-800-368-1019** (TDD: 1-800-537-7697)

Complaint forms are available at hhs.gov/ocr/complaints/index.html





TAILORED CARE MANAGEMENT

For extra support to get and stay healthy, you have access to Tailored Care Management at no cost to you. Tailored Care Management provides you with a care manager, who is trained to help people with mental health, substance use, intellectual/developmental disability, and/or traumatic brain injury needs. Your care manager works with you, your team of medical professionals, and your approved family members (or other caregivers) to consider your unique health-related needs and find the services you need in your community.

Your care manager can:

- Do a full assessment of your needs and help develop a set of health goals and a plan to achieve those goals
- Help arrange your appointments and transportation to and from your provider
- Answer questions about what your medicines do and how to take them
- Follow up with your doctors or specialists about your care
- Connect you to helpful resources in your community

If you are in the NC Innovations waiver, Tailored Care Management will include coordination with any Innovations or TBI services you are receiving, such as community living and supports, day supports, and respite.

Your Tailored Care Management provider may be your primary care provider (also called an Advanced Medical Home +, or AMH+), a Care Management Agency (CMA), or Trillium Health Resources (Trillium)'s Care Management department.

Your Tailored Care Management provider is:

ECU Health

123 Main St.

Greenville, NC 29706

Phone: 1-252-567-8901

Fax: 1-252-678-9102





You can choose your Tailored Care Management provider or you can change your Tailored Care Management provider during the year. If you want to choose or change your Tailored Care Management provider, you can call **Member and Recipient Services at 1-877-685-2415** or submit the form: TrilliumHealthResources.org/members-recipients-portal

You can also choose not to have a care manager and not receive the Tailored Care Management benefit. Trillium will help you coordinate services, but the coordination will be more limited than Tailored Care Management. For example, you will not meet with a care manager on a regular schedule. This will not impact which providers you can see or what services are covered for you through Trillium including NC Innovations waiver services. You can choose not to have Tailored Care Management at any time by calling **Member and Recipient Services at 1-877-685-2415** or submit the form: bit.ly/3TdxPzl.





OPT OUT OF TAILORED CARE MANAGEMENT

Most Medicaid members are eligible for Tailored Care Management. You may select a care manager who will assist you in meeting your health care needs. If you are not interested in participating in Tailored Care Management, you have the right to opt-out by choosing one of the steps below:

- completing this form and returning it by mail to
201 W. First St., Greenville, NC 27858
- make request online through the Member and Recipient Portal at
trilliumhealthresources.org/members-recipients-portal
- calling **Member and Recipient Services at 1-877-685-2415**
- asking your care manager for help in calling or completing the form with you

Trillium will still provide Care Coordination and Care Transition assistance to members who opt out of Tailored Care Management.

Members who opt-out have the option of choosing to opt back into Tailored Care Management, at any time, by contacting us at **1-877-685-2415**. If you would like to opt out, please complete this form in its entirety.

Member Name (First and Last): _____

Name of legal guardian: _____

Date of birth: _____

PLEASE CHECK BOTH BOXES.

- I wish to Opt Out of Tailored Care Management.
- I understand I have the right to change my mind and request a care manager at anytime.

Reason for Opting Out:

Signature

Date





Auxiliary aids and interpretation services

You can request free auxiliary aids and services, including this material and other information in large print. Call 1-877-685-2415 (TTY/TDD 711). If English is not your first language, we can help. Call 1-877-685-2415 (TTY/TDD 711). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Español (Spanish): Puede solicitar ayudas y servicios auxiliares gratuitos, incluyendo este material y otra información en letra grande. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su lengua nativa, podemos ayudarle. Llame al 1-877-685-2415 (TTY/TDD 711). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

中国人 (Chinese): 您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电 1-877-685-2415 (TTY/TDD 711)。如果英语不是您的首选语言，我们能提供帮助。请致电 1-877-685-2415 (TTY/TDD 711)。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

Tiếng Việt (Vietnamese): Bạn có thể yêu cầu các dịch vụ và hỗ trợ phụ trợ miễn phí, bao gồm tài liệu này và các thông tin khác dưới dạng bản in lớn. Gọi 1-877-685-2415 (TTY/TDD 711). Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến 1-877-685-2415 (TTY/TDD 711). Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

한국인 (Korean): 귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 정보가 있습니다. 1-877-685-2415 (TTY/TDD 711) 번으로 전화주시기 바랍니다. 영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. 1-877-685-2415 (TTY/TDD 711)번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

Français (French): Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations en gros caractères. Composez le 1-877-685-2415 (TTY/TDD 711). Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le 1-877-685-2415 (TTY/TDD 711). Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.



Hmoob (Hmong): Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau 1-877-685-2415 (TTY/TDD 711). Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau 1-877-685-2415 (TTY/TDD 711). Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

(Arabic) عربى:

ي ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل
يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما ف
على الرقم

(TTY/TDD 117)5142-586-778-1 .

يمكننا أن (TTY/TDD 117)5142-586-778-1 . إذا كانت اللغة الإنجل ر بية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم
ي هذا المستند بلغتك شفهيًا أو كتابيًا إلى خدمات
نقدم لك المعلومات الواردة ف

Русский (Russian): Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию напечатанную крупным шрифтом. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711). Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711)Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

Tagalog (Tagalog): Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa malaking print. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

ગુજરાતી (Gujarati): તમે આ સામગ્રી અને મોટી પ્રિન્ટમાં અન્ય માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. જો અંગ્રેજી તમારી પ્રથમ ભાષા નથી, તો અમે મદદ કરી શકીએ છીએ. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. અમે તમને આ સામગ્રીની માહિતી તમારી ભાષામાં મૌખિક અથવા લેખિતમાં મફત આપી શકીએ છીએ, દુભાષિયા સેવાઓની એક્સેસ આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં મદદ કરી શકીએ છીએ.

ខ្មែរ (Khmer): អ្នកអាចស្នើសុំជំនួយ និងសេវាកម្មជំនួយដោយឥតគិតថ្លៃ រួមទាំងសម្ភារៈនេះ និងព័ត៌មានផ្សេងទៀតជាទម្រង់បោះពុម្ពផ្សំ។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាដំបូងរបស់អ្នក យើងអាចជួយបាន។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ យើងអាចផ្តល់ឱ្យអ្នកដោយមិនគិតថ្លៃនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសារបស់អ្នកផ្ទាល់មាត់ ឬជាលាយលក្ខណ៍អក្សរ ការចូលទៅកាន់សេវាកម្មអ្នកបកប្រែ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក។



Deutsch (German): Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Informationen in Großdruck. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711). Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711) Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

हिंदी (Hindi): आप इस सामग्री और बड़े प्रिंट में अन्य जानकारी सहित मुफ्त सहायक सहायता और सेवाओं का अनुरोध कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। हम आपको निःशुल्क इस सामग्री की जानकारी आपकी भाषा में मौखिक या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच प्रदान कर सकते हैं, और आपकी भाषा में आपके प्रश्नों के उत्तर देने में सहायता कर सकते हैं।

ພາສາລາວ (Lao): ເຈົ້າອາດຈະຮ້ອງຂໍການຊ່ວຍເຫຼືອ ແລະການບໍລິການພຣີ, ເຊັ່ນ: ການສະແດງເອກະສານ ແລະຂໍ້ມູນການວາງແຜນອື່ນໆເປັນພິມໃຫຍ່. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາກຳເນີດຂອງເຈົ້າ, ກະລຸນາຕິດຕໍ່ພວກເຮົາ. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ພວກເຮົາຈະສະໜອງຂໍ້ມູນທີ່ມີຢູ່ໃນເອກະສານສະບັບນີ້ດ້ວຍປາກເປົ່າ

ຫຼືເປັນລາຍລັກອັກສອນໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ, ສະໜອງການເຂົ້າເຖິງການບໍລິການການຕີຄວາມໝາຍໃຫ້ທ່ານ, ແລະຕອບຄໍາຖາມຕ່າງໆທີ່ທ່ານອາດມີໃນພາສາຂອງທ່ານ.

日本 (Japanese): この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。1-877-685-2415 (TTY/TDD 711)に電話してください。英語が母国語でない方はご相談ください。1-877-685-2415 (TTY/TDD 711)に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。





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- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Trillium provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call 1-877-685-2415 (TTY/TDD 711 or 1-800-735-2962). If you believe that Trillium has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Trillium Health Resources
201 West First St.
Greenville, NC 27858

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **online:** ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **by mail:**

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201; or

- **by phone:** **1-800-368-1019** (TDD: 1-800-537-7697)

Complaint forms are available at hhs.gov/ocr/complaints/index.html





DO YOU NEED A RIDE TO AN APPOINTMENT RELATED TO YOUR HEALTH CARE SCHEDULED FOR JULY 1, 2024 OR LATER?

Starting May 16, 2024, you can reserve a ride for these appointments through Trillium by calling **1-877-685-2415**. Please note this is for appointments **on or after July 1, 2024**.

*If you have an appointment **before** July 1, 2024 and need a ride and are enrolled in:*

- **NC Medicaid Direct:** please call your local DSS office. A list of locations can be found here: ncdhhs.gov/localDSS
- **A Standard Plan:** please call your Standard Plan. Contact information can be found on your Medicaid ID card or here: ncmedicaidplans.gov/find/viewhealthplans





Auxiliary aids and interpretation services

You can request free auxiliary aids and services, including this material and other information in large print. Call 1-877-685-2415 (TTY/TDD 711). If English is not your first language, we can help. Call 1-877-685-2415 (TTY/TDD 711). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Español (Spanish): Puede solicitar ayudas y servicios auxiliares gratuitos, incluyendo este material y otra información en letra grande. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su lengua nativa, podemos ayudarle. Llame al 1-877-685-2415 (TTY/TDD 711). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

中国人 (Chinese): 您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电 1-877-685-2415 (TTY/TDD 711)。如果英语不是您的首选语言，我们能提供帮助。请致电 1-877-685-2415 (TTY/TDD 711)。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。

Tiếng Việt (Vietnamese): Bạn có thể yêu cầu các dịch vụ và hỗ trợ phụ trợ miễn phí, bao gồm tài liệu này và các thông tin khác dưới dạng bản in lớn. Gọi 1-877-685-2415 (TTY/TDD 711). Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến 1-877-685-2415 (TTY/TDD 711). Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

한국인 (Korean): 귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 정보가 있습니다. 1-877-685-2415 (TTY/TDD 711) 번으로 전화주시기 바랍니다. 영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. 1-877-685-2415 (TTY/TDD 711)번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

Français (French): Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations en gros caractères. Composez le 1-877-685-2415 (TTY/TDD 711). Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le 1-877-685-2415 (TTY/TDD 711). Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.



Hmoob (Hmong): Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntawv no thiab lwm lub phiaj xwm tej ntaub ntawv kom muab luam ua tus ntawv loj. Hu rau 1-877-685-2415 (TTY/TDD 711). Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau 1-877-685-2415 (TTY/TDD 711). Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntawv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntawv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

(Arabic) عربى:

ي ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل
يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما ف
على الرقم

(TTY/TDD 117)5142-586-778-1 .

يمكننا أن (TTY/TDD 117)5142-586-778-1 . إذا كانت اللغة الإنجل ر بية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم
ي هذا المستند بلغتك شفهيًا أو كتابيًا إلى خدمات
نقدم لك المعلومات الواردة ف

Русский (Russian): Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию напечатанную крупным шрифтом. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711). Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711)Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

Tagalog (Tagalog): Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa malaking print. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

ગુજરાતી (Gujarati): તમે આ સામગ્રી અને મોટી પ્રિન્ટમાં અન્ય માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. જો અંગ્રેજી તમારી પ્રથમ ભાષા નથી, તો અમે મદદ કરી શકીએ છીએ. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. અમે તમને આ સામગ્રીની માહિતી તમારી ભાષામાં મૌખિક અથવા લેખિતમાં મફત આપી શકીએ છીએ, દુભાષિયા સેવાઓની એક્સેસ આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં મદદ કરી શકીએ છીએ.

ខ្មែរ (Khmer): អ្នកអាចស្នើសុំជំនួយ និងសេវាកម្មជំនួយដោយឥតគិតថ្លៃ រួមទាំងសម្ភារៈនេះ និងព័ត៌មានផ្សេងទៀតជាទម្រង់បោះពុម្ពផ្សំ។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាដំបូងរបស់អ្នក យើងអាចជួយបាន។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ យើងអាចផ្តល់ឱ្យអ្នកដោយមិនគិតថ្លៃនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសារបស់អ្នកផ្ទាល់មាត់ ឬជាលាយលក្ខណ៍អក្សរ ការចូលទៅកាន់សេវាកម្មអ្នកបកប្រែ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក។





Deutsch (German): Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Informationen in Großdruck. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711). Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711) Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

हिंदी (Hindi): आप इस सामग्री और बड़े प्रिंट में अन्य जानकारी सहित मुफ्त सहायक सहायता और सेवाओं का अनुरोध कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। हम आपको निःशुल्क इस सामग्री की जानकारी आपकी भाषा में मौखिक या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच प्रदान कर सकते हैं, और आपकी भाषा में आपके प्रश्नों के उत्तर देने में सहायता कर सकते हैं।

ພາສາລາວ (Lao): ເຈົ້າອາດຈະຮ້ອງຂໍການຊ່ວຍເຫຼືອ ແລະການບໍລິການພຣີ, ເຊັ່ນ: ການສະແດງເອກະສານ ແລະຂໍ້ມູນການວາງແຜນອື່ນໆເປັນພິມໃຫຍ່. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາກຳເນີດຂອງເຈົ້າ, ກະລຸນາຕິດຕໍ່ພວກເຮົາ. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ພວກເຮົາຈະສະໜອງຂໍ້ມູນທີ່ມີຢູ່ໃນເອກະສານສະບັບນີ້ດ້ວຍປາກເປົ່າ

ຫຼືເປັນລາຍລັກອັກສອນໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ, ສະໜອງການເຂົ້າເຖິງການບໍລິການການຕີຄວາມໝາຍໃຫ້ທ່ານ, ແລະຕອບຄໍາຖາມຕ່າງໆທີ່ທ່ານອາດມີໃນພາສາຂອງທ່ານ.

日本 (Japanese): この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。1-877-685-2415 (TTY/TDD 711)に電話してください。英語が母国語でない方はご相談ください。1-877-685-2415 (TTY/TDD 711)に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。





Notice of Non-Discrimination

Trillium Health Resources (Trillium) complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Trillium does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Trillium provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Trillium provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call 1-877-685-2415 (TTY/TDD 711 or 1-800-735-2962). If you believe that Trillium has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Trillium Health Resources
201 West First St.
Greenville, NC 27858

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **online:** ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **by mail:**

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201; or

- **by phone:** **1-800-368-1019** (TDD: 1-800-537-7697)

Complaint forms are available at hhs.gov/ocr/complaints/index.html

