



Transforming Lives. Building Community Well-Being.

MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #33

To: All Trillium Members/Recipients and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: February 15, 2023
Subject: Text and Email Sign-up, Tailored Plan Information Sessions, Enrollment Broker packets, Member and Recipient Portal

Trillium Health Resources will soon operate a Behavioral Health Intellectual/Developmental Disability (I/DD) Tailored Plan contract to serve people in our region. Tailored Plans will coordinate services for physical health, intellectual/developmental disability, and serious behavioral health care needs. The Tailored Plans will launch on April 1, 2023. Please [visit our website](#) to learn more.

TAILORED PLAN

Tailored Plan starts April 1, 2023. Please click here to [visit our website](#) or [the release shared by NC Medicaid](#) to learn more.

Please follow [Facebook](#), and sign up to receive [text messages](#).

If you were forwarded this email and have not signed up to receive them, you can do it by clicking on the link below.

[SUBSCRIBE HERE](#)

TEXT AND EMAIL SIGN UP

As we get ready for the Trillium Tailored Plan launch, we are asking all interested members, recipients, and guardians/caregivers to choose to get emails and text messages. If you would like to keep getting these emails, please [click here](#). You can stop getting emails at any time by following the instructions at the bottom of each email and clicking "Unsubscribe." Please [click here](#) to sign up to get text messages if you would like to get occasional messages to help improve your health. As with emails, you can stop getting text messages at any time by responding with "STOPALL."



Member & Recipient Services - 877-685-2415
Business & Administrative Matters - 866-998-2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)

TAILORED PLAN INFORMATION SESSIONS

TRILLIUM TAILORED PLAN STARTS APRIL 1, 2023

After April 1, we will still manage serious behavioral health, intellectual/developmental disability, and traumatic brain injury services, just as we do today. We will still help people receiving NC Medicaid Direct or who are uninsured. We will be adding physical health and pharmacy services for those receiving Medicaid who are placed on the Tailored Plan. Click on the image below for more information.



While many things will stay the same, there are some new steps and opportunities we want to share with you.

Please join us for a live online information session where we will discuss our Trillium Advantage program and Value-Added Services, the NC Medicaid Ombudsman Program, and Choosing a Primary Care Provider.

 **What is the NC Medicaid Ombudsman Program? Will my rights change?**

February 16 at 3 p.m.

[Register](#)

 **Trillium Advantage and Value-Added Services, Health Promotion and Prevention Programs**

February 23 at 3 p.m.

[Register](#)

 **Choosing a PCP, How to change PCP, and Auto-enrollment**

March 2 at 3 p.m.

[Register](#)

Sessions will be online using Webex, but recordings will be posted on our website after each event.

ENROLLMENT PACKETS







NC Medicaid has started mailing letters to everyone who will get services in the Trillium Tailored Plan. The letters included instructions on choosing your primary care provider (PCP) for Medicaid members only. Follow the instructions for choosing your providers and call Trillium at 1-877-685-2415 if you have any questions. If you do not choose a PCP, we will select a PCP for you.

Recipients who receive state-funded services will not receive enrollment letters from NC Medicaid. No action is needed to continue getting state-funded services through Trillium providers.

MEMBER AND RECIPIENT PORTAL

Trillium has added a Member and Recipient Portal to our website. You can request a change to your PCP and other providers, ask for an appeal, send us any complaints, and update your contact information. You can visit the portal [on our website here](#).

Tailored Plan Medicaid Member

<div style="background-color: #0070C0; color: white; padding: 10px; text-align: center; margin-bottom: 10px;">  <p>Change PCP or TCM</p> </div> <p>If you need to request a new primary care provider (PCP) or Tailored Care Management (TCM) provider, please use the forms below:</p> <ul style="list-style-type: none"> • TCM change request form  • Stop Getting TCM • PCP change request form 	<div style="background-color: #0070C0; color: white; padding: 10px; text-align: center; margin-bottom: 10px;">  <p>Medicaid ID or Contact Update</p> </div> <p>If you need to ask for a new Medicaid ID card or update your contact information, click the link below. Please include your phone number so our staff can double-check the information before updating our files</p> <ul style="list-style-type: none"> • Member and Recipient Portal Requests 
AFTER MARCH 1, 2023	
<div style="background-color: #0070C0; color: white; padding: 10px; text-align: center; margin-bottom: 10px;">  <p>Check Claim Status</p> </div> <p>This is a page outside the Trillium website, but it</p>	<div style="background-color: #0070C0; color: white; padding: 10px; text-align: center; margin-bottom: 10px;">  <p>Appeals</p> </div> <p>If you want to send an appeal for a decision</p>

As always, members may contact Trillium through our **Member and Recipient Services at 1-877-685-2415**. The health, safety, and overall well-being of our community is first and foremost in everything we do. To learn more, please check out [our website](#), follow us on [social media](#), or give us a call if you have any questions.

Any questions about this Communication Bulletin may be sent to the following email: MemberEngagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.