



Transforming Lives. Building Community Well-Being.

MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #35

To: All Trillium Members/Recipients and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: April 28, 2023
Subject: Text and Email Sign-up, Tailored Plan Information Sessions, Enrollment Packets, My Learning Campus

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 October 1, 2023. Please [visit our website](#) to learn more.

TAILORED PLAN

Tailored Plan starts October 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 OCTOBER 1, 2023

After October 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.

We will share the new dates soon for live online information sessions where we will discuss how you can choose your primary care provider (PCP), get information from Trillium, and find new providers and services.

- 🌱 **Choosing a PCP, How to change PCP, and Auto-enrollment**
- 🌱 **Requesting a new Medicaid card or other materials; How to get information**
- 🌱 **New providers and services for individuals with Medicaid coverage**

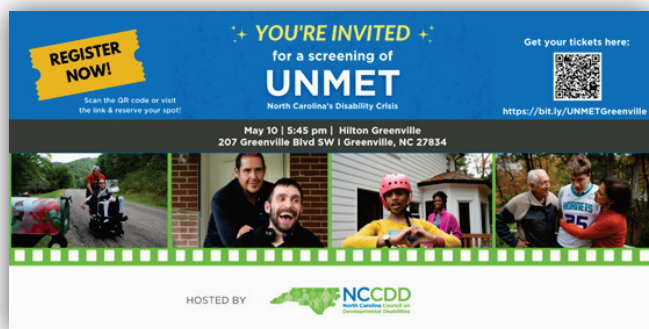
Sessions will be online using Webex, but recordings will be posted on our website after each event. [Click here](#) to view past recordings.

ENROLLMENT PACKETS

NC Medicaid will start mailing letters to everyone who will get services in the Trillium Tailored Plan this summer. The letters will include 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.

UNMET: NORTH CAROLINA'S TWO DEVELOPMENTAL DISABILITY CRISES



UNMET: North Carolina's Two Developmental Disability Crises is a 25-minute movie commissioned by the North Carolina Council on Developmental Disabilities. It shows the real-life situations of individuals with developmental disabilities and what it looks like when their needs are unmet.

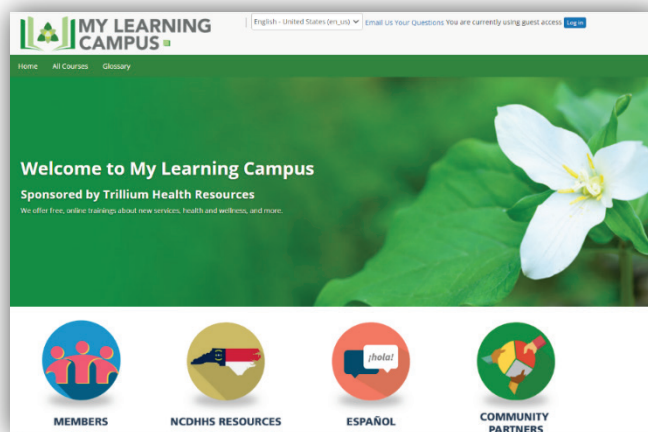
[Register today!](#)

MY LEARNING CAMPUS

Have you visited My Learning Campus lately? Our free, online training website has courses on healthy eating, the NC Innovations Waiver, and more!

NEW We now offer courses in Spanish and link to trainings from the North Carolina Department of Health and Human Services.

[Start learning today!](#)



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.