

Transforming Lives.
Building Community Well-Being.



Bladen County Information Session

January 19, 2022



- 🌱 Welcome *Commissioner Ray Britt*
- 🌱 Regional Operations *Dennis Williams*
- 🌱 Community Crisis and Disaster Response *Sarah Hartz*
- 🌱 Provider Network *Luz Terry*
- 🌱 Accessing Services and Innovative Development *Christie Edwards*
- 🌱 Mobile Crisis *Tracy Hyde, IFS*
- 🌱 Transitions to Community Living, Care Management and NC Innovations Waiver
Jackie Beck and Benita Hathaway
- 🌱 Medical Affairs *Dr. Paul Garcia*
- 🌱 DSS and DJJ Liaisons *Lauren Swain and Sean Kenny*
- 🌱 Communicating with Members and Recipients *Jennifer Mackethan*

Overview

Trillium Health Resources is a local management entity/managed care organization (LME/MCO) that is responsible for fiscal management of serious mental health, substance use and intellectual/developmental disability services in eastern North Carolina.

We are responsible for managing resources (federal and state funded services and a Provider Network) for people who receive Medicaid, are uninsured or cannot afford services.

Trillium does not provide direct care.

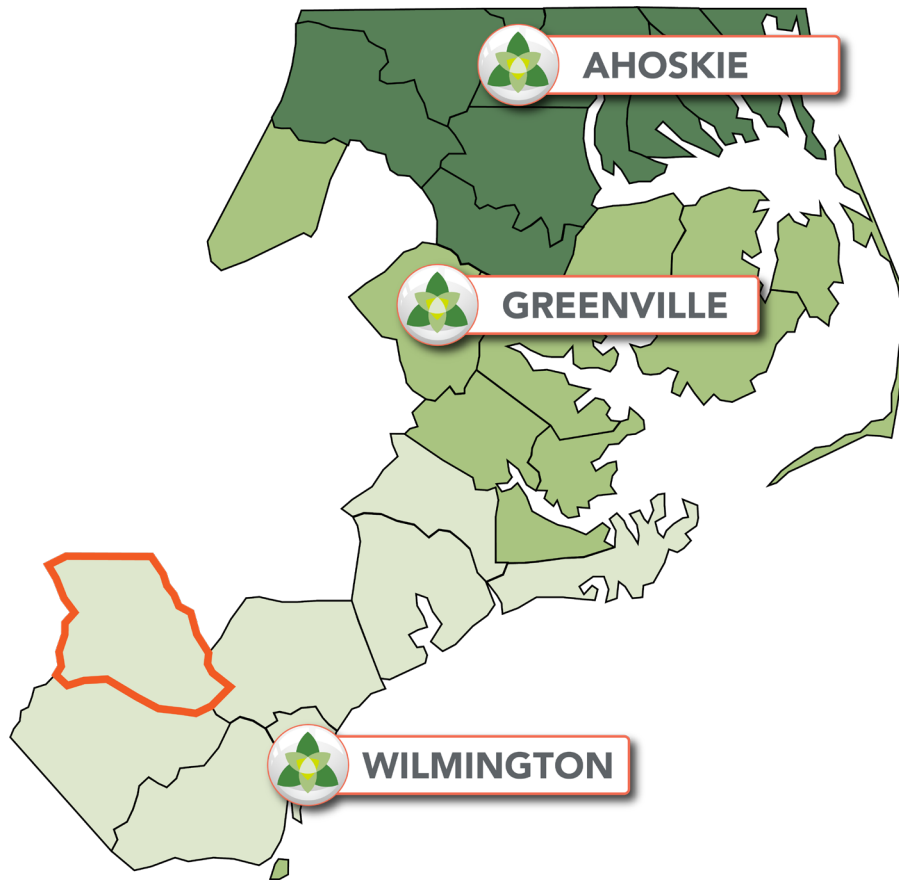
Instead, we partner with agencies, licensed clinicians and other medical and allied professionals in our Provider Network to offer services and supports to people in need in or near their own communities.

Trillium's mission is Transforming lives and building community well-being through partnership and proven solutions.

Trillium was selected to operate as a Tailored Plan in North Carolina starting in December 2022.



Where We Are and How We Work



- Over 500 staff who live and work in eastern North Carolina
- Current Office Locations: Ahoskie, Camden, Greenville, Jacksonville, Whiteville, and Wilmington
- Trillium is assessing current staff in Bladen County to consider hiring for a transition to Trillium
- We are also researching suitable office locations around Elizabethtown

Regional Operations

- **Community Partners**
 - County Leaders
 - County Commissioners
 - Law Enforcement
 - Schools
- **Consumers and Families Advisory Committee (CFAC)**
 - CFAC members are people who receive services (consumers) or family members of consumers
 - Bladen County will have a representative on the Southern Regional CFAC



Regional BH Community Crisis & Disaster Response Unit's Purpose and Role:

Transforming Lives.
Building Community Well-Being.



Purpose:

- Collaborate with federal, state, county government, Trillium staff and community programs with a focus on inclusion.
- The Regional BH Community Crisis unit developed 3 campaigns to represent the 3 phases of a hurricane event. Roadmap 2 Ready, Roadmap 2 Safety and Roadmap 2 Resilience.

<https://www.trilliumhealthresources.org/news-events-training/announcements-news/community-crisis-and-disaster-response>




Role:

- Monitor members, shelter openings, storm damage and county needs by connecting face to face with Emergency Managers in affected county's (if roads are accessible/safe).
- Identifying resources for members and providers.
- Making contact with Emergency Managers, hospitals, shelters, etc. to ensure they are aware of how to access Trillium services and to identify any needs.
- Maintaining consistent communication with Emergency Managers in each county within our catchment area.
- Stay informed with local non-profit efforts.

Network Management Department



-  The Network Management Department is responsible for the development and maintenance of the provider network to meet the needs of members and recipients while ensuring choice and best practices in services. The Department includes:
- Provider Contracts & Relations
 - Network Development and Credentialing
 - Practice Management
 - Network Accountability-Network Auditing and Contracts Monitoring

For more information regarding these teams please visit our website at <https://www.trilliumhealthresources.org/index.php/about-us/teams-functions>

How to Reach Us: Member Services and Behavioral Health Crisis

Member Services: 1-877-685-2415

- Contact Trillium Staff, like care coordinators
- Accessing services
- Complaints and Grievances
- Need information or some other type of assistance

Behavioral Health Crisis Line: 1-877-685-2415

- This line is specifically for individuals experiencing a behavioral health crisis (thoughts of hurting oneself, active hallucinations, withdraws from alcohol or other drugs)
- This line is answered 24/7/365
- This phone number will be updated later this year and will appear on Medicaid ID cards.

Website: www.TrilliumHealthResources.org



“NO WRONG DOOR”

- You may seek services with any provider within the Trillium network.
- You don't have to contact Trillium to get services, you can contact a provider directly; this includes crisis services, like Mobile Crisis.
- If a provider does not offer the specific service you need, they can refer you to someone who does.
- If you aren't sure how to find a provider who can meet your needs, our Member Services team can help you.

How Will My Services Change?



- Trillium will ensure members have a seamless experience when Bladen County joins our region.
- This means you will be able to see your same provider, as long as they submit the paperwork to contract with Trillium.
- Your services will transition to Trillium as well; you will be able to get the same services as you do now.
- We are in the processing of mailing letters to all members/guardians in Bladen County. Please be sure to keep the letter as it will include information on reviewing our Member Handbook and more.
- If you receive care coordination, your new care coordinator will contact you soon.
- A full list of our benefit plan and services is on our website:
<https://www.trilliumhealthresources.org/for-providers/benefit-plans-service-definitions>

Integrated Family Services PLLC.

*Connecting the
Pieces;
Creating Stronger
Families*

Tracy Hyde, MSW, LCSW, LCAS
Mobile Crisis Management Project
Manager







IFS Mobile Crisis Program Goals and Benefits



Integrated Family Services
PLLC
Connecting the Pieces;
Creating Stronger Families



MOBILE CRISIS TEAM
1.866.437.1821 / 24 hours a day / 7 days a week
For Help With People In Crisis That Have:
Mental Health Issues
Developmental Disabilities
Substance Abuse Issues

www.integratedfamilyservices.net

15+ Years Serving Our Community

In partnership with
Trillium
HEALTH RESOURCES

- Hospital and jail diversion
- Reduce unnecessary hospitalization/alternative option
- Help Individuals remain in the community
- Linkage to resources and services
- Mobility to rural areas
- Reducing future crises by crisis planning
- Aid first responders

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- ✿ DSS and DJJ Liaisons *Lauren Swain and Sean Kenny*
- ✿ Communicating with Members and Recipients
Jennifer Mackethan

Thank you for attending.
We look forward to working with you.

If you have any comments, questions, or concerns, please
reach us at:

1-866-998-2597

Bladen@TrilliumNC.org