

Transforming Lives.  
Building Community Well-Being.



# Bladen County Information Session

January 19, 2022



# Agenda

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

# Overview

Trillium Health Resources is a local management entity/managed care organization (LME/MCO) that is responsible for fiscal management of mental health, substance use and intellectual/developmental disability services in eastern North Carolina. Trillium resulted from the consolidation of East Carolina Behavioral Health and Coastal Care in 2015, but through the legacy organizations has been coordinating services for years.

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 the lives of people and building community well-being through partnership and proven solutions.*

Trillium is one of the seven MCOs selected to operate as a Tailored Plan in North Carolina starting in December 2022.

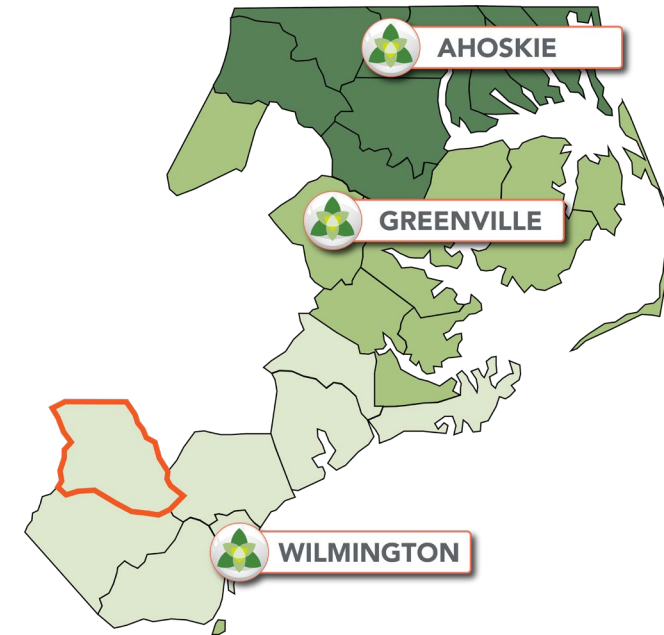


## Upon adding Bladen County:

- 🌱 28 counties, stretching from Virginia to South Carolina
  - Largest LME/MCO in terms of number of counties and geography
- 🌱 Total population of 1,534,885; approximately 70,000 Medicaid-eligible for Tailored Plans; Bladen County- approximately 8,000
- 🌱 15% of State's total population, 13% of Medicaid members
- 🌱 13,835 square miles, larger than Maryland and eight other states
- 🌱 Widely varying population density
  - Wilmington and Greenville are 8<sup>th</sup> and 11<sup>th</sup> largest cities, respectively
  - Most of catchment area very rural - includes NC's 2 lowest populated counties, Hyde and Tyrrell

# 2021 Statistics

- Managed care of 56,505 people
  - 80% with mental health disorders
  - 24% with substance use disorders
  - 13% with intellectual and developmental disabilities
- Total amount paid to providers for services and supports = \$535,645,521.00
- Over 600 providers



REGION	POPULATION	SQUARE MILES	# OF COUNTIES
Northern	204,578	3,511	11
Central	502,599	5,260	9
Southern	827,708	5,064	8

# 2 Tiered Governance Structure



## Regional Advisory Boards

- One county commissioner or designee from each county, one other member appointed by the county who fits one of the criteria of G. S. 122C-118.1
- Chair of the Regional CFAC
- Duties:
  - Monitor performance at regional level,
  - Identify gaps and needs,
  - Maintain connection to counties and communities,
  - Participate in evaluation of regional directors,
  - Recommend priorities of state and county funds
  - Monitoring resolution of issues
  - Appoint members of the Governing Board
  - Meet every other month
- Northern = 21 members; Central = 18; Southern = 15



## 13 Member Board

- CFAC chair or designee, one commissioner or designee, and 2 other members who meet criteria outlined in G. S. 122C-118.1 from each Region
- 3 of the 12 voting members (25%) represent CFAC
- Provider Network Council Chair or designee
- Duties:
  - Determining policy
  - Strategic Planning
  - Overall performance and financial management
  - Governmental affairs
  - Responding to concerns and feedback from Regional Advisory Boards
  - And all other responsibilities outlined in Statute 122C-118
  - Meet every other month

# Who We Are

- Over 500 staff who live and work in eastern North Carolina
- Executive Team
- 20 Departments
- Current Office Locations: Ahoskie, Camden, Greenville, Jacksonville, Whiteville, and Wilmington. Adding Bladenboro 2/1/22





# Regional Operations

## Community Partners

- County Leaders
- County Commissioners
- Law Enforcement
- Schools

## Consumers and Families

### Advisory Committee (CFAC)

- Advocacy Roles

System of Care SOC



# 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>

# Network of Providers

- 🌱 490 in-network providers, with approximately 3000 sites (in and out of catchment)
- 🌱 Types of providers including:
  - Substance Abuse Intensive Outpatient Program (SAIOP)
  - Substance Abuse Comprehensive Outpatient Treatment Program
  - Medication Assisted Treatment (MAT)
  - Facility-Based Crisis (FBC) Program
  - Telehealth providers
- 🌱 For Bladen County: approximately XX providers added to Trillium's Network



# Trillium Neighborhood Connections

## Working Together to Build a Healthier Community



# One Community



**Your mental health matters, we can help.**



**Trillium**  
HEALTH RESOURCES

1 - 8 7 7 - 6 8 5 - 2 4 1 5  
[TrilliumHealthResources.org](https://TrilliumHealthResources.org)

Trillium is addressing issues of health access, health disparity, health literacy, suicide and health inequity related to our communities through our OneCommunity department. This department focuses on communities and populations that experience challenges getting the care that they need and require a specific approach along with culturally sensitive care and treatment to support the best outcomes for all people in our coverage area of eastern North Carolina.

Trillium's OneCommunity works with our community partners and stakeholders to define and develop services and supports specific to their communities.



# 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.

# How to access services

## “NO WRONG DOOR”

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

# 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

15+ Years Serving  
Our Community

In partnership with  
**Trillium**  
HEALTH RESOURCES

## 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](http://www.integratedfamilyservices.net)

- 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









**Contact Information:**

Tracy Hyde

910-750-5761

Tracy.Hyde@  
Integratedfamilyservices.net

# Care Coordination-Many Shapes and Forms

## Care Coordination is an enterprise wide function at Trillium

- Member Services
- Care Management
  - Innovation Waiver Members
  - Children in Level 3 and PRTF
  - Members in State Psychiatric Hospitals
  - Transitions to Community Living
- Care Coordination
  - ED Disposition Team
  - MH/SU or IDD Coordinators and Clinicians
- UM
- Network
- Training
- Communications



# Assignment of a Coordinator

- ❖ Members with special health care needs may be assigned a coordinator.
- ❖ **Coordinators**
  - Link to services and community resources
  - Work collaboratively with the member's care team
  - Provide information about services or resources
  - Monitor the Individual Service Plan or Person Centered Plan
  - Assess for gaps in care or disruptions in service
  - Monitor and evaluate outcomes in care

# Transition for Bladen-Innovations Waiver



- Assigned Care Coordinators to individuals based on specialty area, geographic location, etc.
- We will be notifying individuals, parents, guardians regarding their assigned Care Coordinator.
- In some cases we are still asking members/parents/guardians/providers for additional clinical information.
- Effective February 1 we will be actively providing Care Coordination for individuals who receive Innovations Waiver Funding.
- Our goal is for the transition to be as seamless as possible.

## OLMSTEAD SETTLEMENT

- ✿ Specialty Population with in Care Management knows as Transitions to Community Living (TCL)
- ✿ In 2009, the United States Department of Justice (DOJ) reconfirmed its commitment to ensure the rights of member to live integrated lived under the ADA and Olmstead decision, which included:
  - Individual choice is valued/supported
  - Least restrictive living setting
  - Build on resiliency and recovery
  - Housing setting should support integration and not limit access to community activities

# Olmstead Settlement Overview

- Offers choice about housing
- Provides community-based supported housing to at least 3,000 individuals unnecessarily segregated in, or at risk of entry into, adult care homes by June 2023
- Offers accessibility to mental health supports and services
- Referral Screening Verification Process (RSVP)
  - [https://www.socialserve.com/pre\\_screening/ncdrst/DiversionScreeningTool.html](https://www.socialserve.com/pre_screening/ncdrst/DiversionScreeningTool.html)
- In Reach
- Diversion



# Medical Affairs

- ✿ The Medical Affairs Department is one of Trillium's clinical departments. This department is headed by the Chief Medical Officer.
- ✿ Our team includes medical professionals who provide psychiatric, medical, and clinical oversight over all clinical components within Trillium.
- ✿ We strive to inform physicians, licensed clinicians, nurses, provider agencies, and other professionals in our catchment area regarding NC Medicaid clinical policies, state-funded programs, clinical practice guidelines, assessment and screening tools, and best practices.
- ✿ Medical Affairs also works closely with our Head of DSS Engagement, our DJJ Liaison, and other internal/external stakeholders to ensure high quality, cost-effective care in the least restrictive setting.

# Local Connections for Children and Youth



- ✿ Direct communications with Departments of Social Services (DSS) and Departments of Juvenile Justice (DJJ) across our catchment area.
- ✿ Dedicated staff involved with the multiple county DSS offices and various DJJ districts.
- ✿ Focused attention to best serve children and youth in our care.

Lauren Swain,  
Director of Care  
Coordination (DJJ  
Engagement)

Sean Kenny, Head  
of DSS Engagement

<https://www.trilliumhealthresources.org/regional-operations/djj-and-dss-relationship>

# Trillium Website Tour

Español | Member & Recipient Service Line: 1-877-685-2415  
Provider Support Service Line: 1-855-250-1539

News, Events & Training About Us

Contact Us

Find a Provider



For Individuals & Families

For Providers

Neighborhood Connections

Regional Operations



## Medicaid Transformation

New launch dates have been announced

[Learn about Medicaid Transformation >](#)



## Halifax County Realignment Information

Halifax County will join the Trillium catchment area, effective December 1, 2021. Please, visit [Halifax County Realignment](#) for more information.

## Bladen County Disengagement Information

On June 28, 2021, the Bladen County Board of County Commissioners voted to disengage from Eastpointe and to realign with Trillium. On June

## Trillium Newsletters

Read our newsletters to learn how Trillium impacts the communities we serve.

Community

General information for our members, community partners, and the public.

Members Bulletins

Member Communication Bulletins are sent to share information with our members, their families, and stakeholders in our communities.

For Providers

Information and time-sensitive notices specifically for our Provider Network.

Other Newsletters

View link below for other communications related to Community Collaboratives, CIT training, and more

[SIGN UP FOR OUR NEWSLETTERS &](#)

# Trillium Website Tour

[Home](#) > [For Providers](#) > [Search Providers](#)

## Search network provider directory

Find agencies & group practices, hospitals or licensed independent practitioners who contract with Trillium Health Resources. This Network Provider Directory is updated on a daily basis. The accuracy of information is based on details submitted by providers. Please call Trillium at 1-877-685-2415 if you need to verify any of the information listed for providers.

We can also assist you with services and supports when you contact the Trillium Health Resources Call Center at 1-877-685-2415.

### Search Tips and Language Assistance

Trillium Health Resources  
24-Hour Access to Care Line  
1-877-685-2415

### Provider Search

#### Find a Provider/Facility/Agency

Provider agencies are organizations where healthcare professionals work together to provide different kinds of service.

#### Find a Person (Practitioner)

Practitioners are individual healthcare professionals, such as therapists, psychiatrists, or physicians.

#### SEARCH BY KEYWORD

Please use quotation marks "" if you want exact results such as only providers with that name.

#### LOCATION

Please ONLY select a county OR mileage from a town/zip code.

Less than

- Select -

From

County

- Select -

#### PROVIDER DETAILS

##### Agency Types

Agency  
Hospital Inpatient, Hospital Outpatient, Physician's Group of Hospi  
Intermediate Care Facilities for Intellectual and Developmental Dis  
Outpatient, Licensed Independent Practitioners, and Licensed Inde  
Psychiatric Residential Treatment Facility

Use **Control+Click** (Win) or **Command+Click** (Mac) to select or unselect multiple items.

##### Focus Specialties & Target Populations

Addiction Psychiatry  
Addiction Treatment  
Addiction/Chemical Dependency/Substance Abuse  
Adjustment Disorders  
Administer Clozaril

Use **Control+Click** (Win) or **Command+Click** (Mac) to select or unselect multiple items.

##### Accepting New Patients

- Any  
 Yes  
 No

##### Service Categories

ASSERTIVE COMMUNITY TREATMENT TEAM (ACTT)  
B3 Innovations Services  
Case Management  
Community  
Community Support

Use **Control+Click** (Win) or **Command+Click** (Mac) to select or unselect multiple items.

##### Insurance Accepted

Blue Cross Blue Shield  
Health Choice  
Medcost  
Medicaid  
Medicare

Use **Control+Click** (Win) or **Command+Click** (Mac) to select or unselect multiple items.

##### Has Cultural Competency Training

- Any  
 Yes  
 No

**Search Providers** **Reset**

Results will appear below after you click the Search Providers button.

# How to Get Involved with Us:



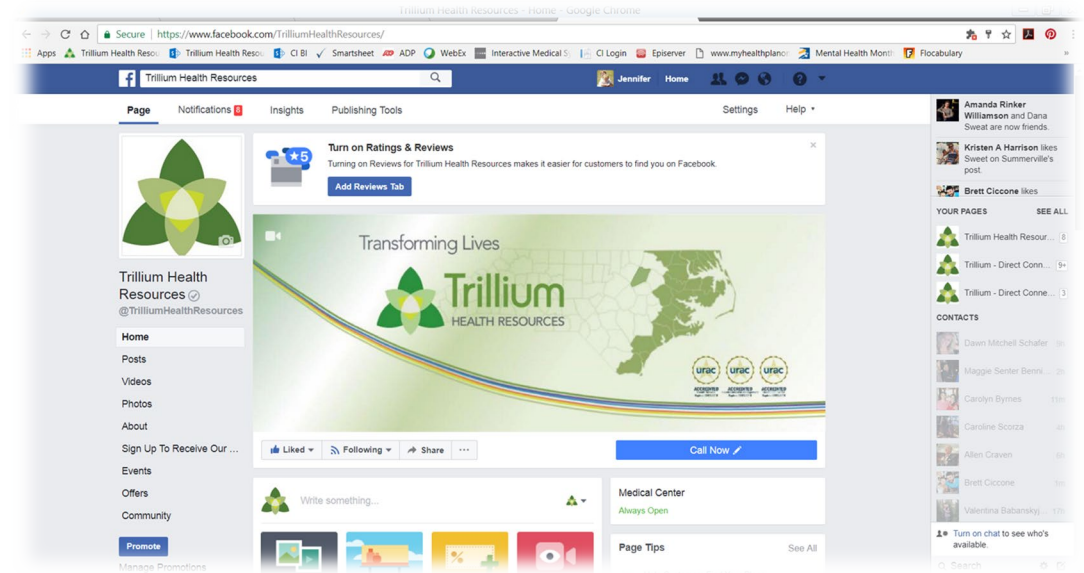
## Social Media

- Facebook
- Twitter
- LinkedIn
- Instagram

Consumer and Family Advisory Committee:  
call 1-866-998-2597

Member Communications Bulletins:  
sign up on our home page: [www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

Text Messages: sign up on our home page: [www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)



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](mailto:Bladen@TrilliumNC.org)