



Transforming Lives. Building Community Well-Being.

Trillium Health Resources

Quick Facts

Halifax County Realignment

Effective December 1, 2021

We believe that all members deserve easy access to high quality care. We operate a 'no wrong door' access to care approach. All Medicaid members and state-funded recipients that are part of Trillium's region can access care directly with the provider of their choice. During Covid-19 we have partnered with our providers and removed barriers to care for members and providers.

How to Reach Us:

Please email HalifaxCountyInfo@TrilliumNC.org with specific questions related to the transition.

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

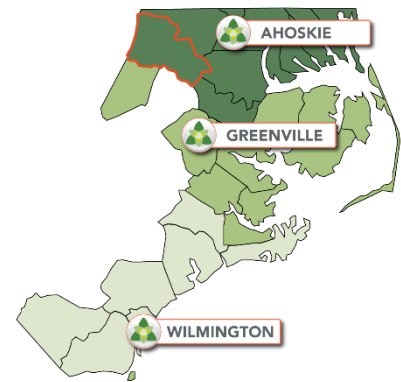
- This line is specifically for individuals experiencing a behavioral health crisis (thoughts of hurting oneself, active hallucinations, withdraws from alcohol or other drugs)
- This line is answered 24/7/365
- This phone number will be updated next year and will appear on Medicaid ID cards.

www.TrilliumHealthResources.org

- Provider Directory
- Member Rights
- Sign up for newsletters and text messages

How Will My Services Change?

- Trillium will ensure members have a seamless experience when Halifax 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. If you are on the waitlist or the Innovations Waiver, your position will transfer to Trillium



Member & Recipient Service Line - 877-685-2415
Business & Administrative Matters - 866.998.2597

TrilliumHealthResources.org



- We will mail letters to all members/guardians in Halifax 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>

Trillium's Unique Services and Supports for our Communities

- ♻️ Trillium's **OneCommunity** initiative addresses health equity and disparities through outreach, prevention programs, and supports in communities.
- ♻️ **Mobile Crisis Services** offers direct access to 24 hours a day, seven days a week. Response time is less than 2 hours throughout the Trillium area; callers can contact the Mobile Crisis team directly for immediate help.
- ♻️ Our **Neighborhood Connections** Department assists members with housing, transportation, food and personal safety needs of members.



Trillium has invested in our community, purchasing this mobile integrated care vehicle for PORT Health Services to bring needed treatment and medications for citizens who have mental health and substance use treatment needs in several of our rural counties in northeastern NC.

- ♻️ **Opioid crisis** action includes increasing access to medication-assisted therapy by offering less frequent office visits with safe dosing.
- ♻️ **Safe Schools Healthy Kids NC** is a free, online training program to support students, school staff, and families with resources and school-based therapy. Trillium reaches schools throughout of the state of NC through our learning portal at:
<https://safeschoolshealthykidsnc.org/>
- ♻️ Trillium provides free training for law enforcement, Department of Public Safety, schools, and community stakeholders in **Mental Health First Aid** and **CIT**.

About Trillium:

- ♻️ Currently 27 counties, from South Carolina to Virginia borders
- ♻️ 550 employees that proudly live and work in rural eastern NC
- ♻️ Comprehensive network of more than 600 BH-I/DD providers