

Call our Member & Recipient Services at **1-877-685-2415** for access to care or to ask questions.

Services for:

- Intellectual/Developmental Disabilities (I/DD)
- Serious Mental Health and/or Substance Use
- Traumatic Brain Injury (TBI)
- Physical Health and Pharmacy (Tailored Plan Medicaid only)

Emergency or urgent care requested after normal business office hours: Go to hospital emergency department immediately (available **24 hours a day, 365 days a year**) or go to an urgent care clinic

Physical Health (Tailored Plan only)

Adult Preventative: 30 days

Child Preventative: 14 days (up to age six months) or **30 days** (age older than six months)

Pregnant Women: 14 days (1st or 2nd trimester) or **five days** (3rd trimester or high-risk)

Mental Health

Mobile Crisis Management: Within **two hours**

Urgent: Within **24 hours**

Routine: Within **14 days**

Substance Use

Urgent: Within **24 hours**

Routine: Within **48 hours**

Trillium Health Resources

Corporate Headquarters

201 West First St. Greenville, NC 27858

Member & Recipient Services

1-877-685-2415

Behavioral Health Crisis Line

1-888-302-0738

Nurse Line

1-877-685-2415

TrilliumHealthResources.org

Trillium Health Resources oversees serious behavioral health, traumatic brain injury, and intellectual/developmental disability services in North Carolina. Trillium helps individuals with Medicaid or state funding for their care through the Trillium Tailored Plan and NC Medicaid Direct. For those on the Trillium Tailored Plan, we cover physical health care and pharmacy services as well. Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can get free materials in large print and other auxiliary aids and services. Call **1-877-685-2415** (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call **1-877-685-2415** (TTY/ TDD 711).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-877-685-2415** (TTY/TDD 711). Si el inglés no es su primer idioma, servicios de interpretación gratuita están disponibles. Llame al **1-877-685-2415** (TTY/TDD 711).

中国人 (Chinese): 您可以申请免费的辅助工具和服务, 包括本资料和其他计划信息的大字版。请致电 **1-877-685-2415** (TTY/TDD 711)。如果英语不是您的首选语言, 我们能提供帮助。请致电 **1-877-685-2415** (TTY/TDD 711)。我们可以通过口头或书面形式, 用您使用的语言免费为您提供本资料中的信息, 为您提供翻译服务, 并且用您使用的语言帮助回答您的问题。



Getting the care you need
when you need it.

ACCESSING CARE



Transforming Lives. Building Community Well-Being.

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Member and Recipient Services

Please call our Member and Recipient Services at **1-877-685-2415 (TTY 711)**, to connect with our staff. We provide assistance with accessing services, selecting a provider, and answering your questions.

When you call us, a trained staff member will provide a brief screening for serious mental health, substance use and intellectual/developmental disabilities.

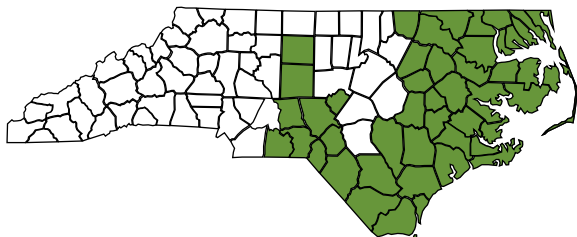
We ask questions to ensure we have correct information in order to direct you to the right services.

Referrals

After these questions, we may encourage you to schedule an appointment for a more in-depth assessment. It is your right to choose which provider in the Trillium network you want to see to complete this assessment. We can help you choose a provider or you can select one through our online provider directory.

After the assessment is completed, the provider may recommend further treatment options. If so, you will be given an opportunity to make an appointment for additional services and supports.

We are committed to the “No Wrong Door” principle. This means it is your right to seek treatment directly from a provider in our network without contacting Trillium. If the provider does not offer the specific treatment, services, or supports you need, they can assist you in identifying a provider who does.



Non-Emergency Medical Transportation

If you receive Medicaid, you have the right to request transportation to your appointments. Please call **1-877-685-2415** to schedule if you are on the Tailored Plan, or your local Department of Social Services office if you are in NC Medicaid Direct to schedule a ride.

Mobile Crisis Teams

If you experience a behavioral health emergency or crisis situation—at any time, on any day—you may contact a Mobile Crisis Team directly.

Your call is answered **24 hours a day, 365 days a year**, and is toll free. Check the Mobile Crisis Team list below to see the number to call for the county where you live, work, or attend school.

Integrated Family Services: 1-866-437-1821

All counties **EXCEPT** Anson, Duplin, Guilford, Hoke, Lee, Montgomery, Moore, Randolph, and Richmond

RHA: 1-844-709-4097

Brunswick, Carteret, Craven, Jones, New Hanover, Onslow, Pamlico, Pender

Monarch: 1-800-568-9689

Robeson and Scotland

Therapeutic Alternatives: 1-877-626-1772

Anson, Guilford, Hoke, Lee, Montgomery, Moore, Randolph, Richmond

Easterseals: 1-866-241-7245

Duplin, Edgecombe, Greene, Lenoir, Sampson, Wayne, Wilson



My Learning Campus

Trillium launched the My Learning Campus website to offer free, online trainings and tip sheets for our members and recipients. There is no cost to register and you can cancel at any time. Topics include updates to service offerings, an introduction to Trillium, reducing stress, and more. Visit MyLearningCampus.org for more information.

For More Information

You can visit our website TrilliumHealthResources.org to review the member and recipient handbooks. The handbooks go into more detail about how to select a provider, what services and supports are available, and your rights and responsibilities.

On our website you can also sign up to receive emails and texts from Trillium.

Our call center can answer your questions or mail printed materials to you if you don't have access to our website. Please call **1-877-685-2415** to request.

Non-Medicaid or State-funded Services

If you don't have insurance or receive Medicaid, there are other services we can connect you with. Please call Member and Recipient Services at **1-877-685-2415** for more information.

What You Can Expect During A Screening Call

During your call, Trillium's trained staff will ask for the reason you are calling. Please have the following information available to share with them:

- Your name or the name of the person needing information or assistance
- Contact number
- County of residence
- Medicaid, Medicare, or private insurance card, if applicable

Complaints and Grievances

If you are unhappy with your services, you have the right to file a complaint or grievance with Trillium. This can be done by speaking to a Trillium representative at **1-877-685-2415 (TTY 711)**, completing a form on the member portal on our website, or mailing to 201 W. First St., Greenville NC 27858.