

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。



Early and Periodic Screening,
Diagnosis and Treatment

EPSDT Services for Children



Transforming Lives. Building Community Well-Being.

Revised: July 2024

TP-T2407-B043-X9999

What is EPSDT?

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is the federal law that says Medicaid must provide all medically necessary health care services to Medicaid-eligible children. Even if a service is not covered under the North Carolina Medicaid State Plan, it can be covered for recipients under 21 years of age if the service is listed at 1905(a) of the Social Security Act and if all EPSDT criteria are met.

Basic EPSDT Criteria

For services covered under federal EPSDT law, certain guidelines must be met:

- Your provider must ask Trillium for the service. Trillium must approve these services with an "EPSDT review" before your provider can give them.
- Your provider must ask us to approve services that are not covered by Trillium.
- Your provider must explain clearly why the service is needed to help treat your child's health problem. Trillium's EPSDT reviewer must agree. We will work with your provider to get any information our team needs to make a decision. Trillium will apply EPSDT rules to your child's health condition. Your provider must tell us how the service will help improve your child's health problem or help keep it from getting worse.

Trillium's review team must agree with your provider that the service will:

- Correct or improve a health problem
- Keep the health problem from getting worse
- Prevent the development of other health problems

How to Request EPSDT Services

Your Primary Care Provider (PCP) will complete a form to request any services to be reviewed by Trillium using a form on our website.

Examples of EPSDT Services

The assigned primary care provider (PCP) is responsible for providing or arranging for the provision of complete EPSDT services, including screening, diagnosis and treatment.

Screening services include:

- Routine physical examinations as recommended and updated by the American Academy of Pediatrics (AAP) "Guidelines for Health Supervision III" and described in "Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents"
- Screening for developmental delay at each visit through the 5th year
- Screening for Autism Spectrum Disorders per AAP guidelines
- Health and development history
- Unclothed physical exam
- Development assessment and behavioral health screening
- Assessment and provision of immunizations as appropriate for age and health history
- Assessment of nutrition status
- Vision testing
- Hearing testing
- Laboratory procedures appropriate for age and population groups, including blood lead screening
- Oral health assessments, evaluations, prophylaxis and oral hygiene counseling for all children at preventive visits at regular intervals and in accordance with state Oral Health Periodicity Schedule.
- Infant members under the age of 1 must be referred to a dentist or dental professional working under the supervision of a dentist as part of the State's Medicaid Fee-for-Service program
- Anticipatory guidance and health education
- Referral for additional services if indicated for further diagnosis and treatment services

What you Can Expect

Trillium will cover regular wellness visits to all children enrolled in Medicaid under the age of 21 to allow health care providers to carefully monitor a child's overall health and development and to identify and address health concerns, as early as possible, to follow NCDHHS's standards for providing EPSDT services.

Trillium will also cover services, products, or procedures for our Medicaid members under the age of 21 if the service is medically necessary to correct or ameliorate (improve) a defect, physical or mental illness, or a condition or health problem identified through a screening examination (includes any evaluation by a physician or other licensed practitioner).

Trillium will ensure and verify that network Behavioral Health providers coordinate with Primary Care Providers and specialists conducting EPSDT screenings.

Learn more



To learn more about EPSDT,
bit.ly/3QbqRej

Call our **Member & Recipient Services at 1-877-685-2415**

Visit the state of North Carolina
EPSDT website
medicaid.ncdhhs.gov/epsdt

