

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

#### Services for:

- Intellectual/Developmental Disabilities
- Serious Mental Health and/or Substance Use
- Traumatic Brain Injury (TBI)

#### Emergency and Crisis Situations

Within **2 hours** of calling **1-888-302-0738** with an emergency situation, we will dispatch a trained emergency responder to your location. If you are experiencing a true physical medical emergency call **9-1-1**.

#### Urgent Situations

Within **48 hours** of calling **1-877-685-2415** with a non-life-threatening situation that could potentially become serious if left untreated, we will schedule a face-to-face appointment for you with a clinician. It is your right to choose which provider in our network you want to deliver this care.

#### Routine Situations

Within **10 days** of calling **1-877-685-2415** with symptoms that prevent you from completing daily activities, you will be given an appointment with your choice of provider from our network.



#### Corporate Headquarters:

201 West First St. Greenville, NC 27858

#### Member & Recipient Services

**1-877-685-2415**

#### Behavioral Health Crisis Line

**1-888-302-0738**

[TrilliumHealthResources.org](http://TrilliumHealthResources.org)

**Trillium Health Resources is a Managed Care Organization (MCO).**

**We are designated by the North Carolina Department of Health & Human Services to oversee state and federally funded services in North Carolina.**

Trillium provides access to and oversight of services for individuals who receive Medicaid or state funding for their care. 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, religion, ancestry, sex, sexual orientation, or gender identity. 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。

Trillium requires priority admission to all women who are pregnant and injecting drugs, pregnant and using substances, and other individuals who are injecting drugs. Trillium does not publish materials or share information that is intimidating, misleading, or inaccurate.



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Early and Periodic Screening,  
Diagnosis and Treatment

# EPSDT Services for Children



Transforming Lives. Building Community Well-Being.

## 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, [visit our website](#)

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

Visit the [state of North Carolina EPSDT website](#).

