

Your Rights

It's very important that you understand the following rights. If you need more information, please call our

Member and Recipient Services at **1-877-685-2415**.

Decisions to deny, reduce, suspend, or terminate a medicaid service

Medicaid is an entitlement program. As a Medicaid member, you have the right to due process. Due process means you (or your legal guardian) must receive written notice when a Medicaid service request is denied, reduced, suspended or terminated. You also have the right to a fair hearing (appeal).

Denial

A denial could occur if the requirements are not met to support a new request for a service. You or your legal guardian will receive a letter by U.S. Mail explaining this decision and how to request an appeal. If you appeal a denial of a request for a new service, Trillium will not approve the requested services, but you can request other services while appeal is pending. Trillium may approve services at any time.

Reduction, Suspension, or Termination

The services you are currently receiving may be reduced, paused, or ended based on several different factors including not following clinical guidelines or not continuing to meet medical necessity for the frequency, amount, or duration of a service.

You will receive a letter by U.S. Mail explaining how to request an appeal. If you request an appeal within **10 calendar days**, you can also request the service(s) to continue through the end of your original approved authorization.

Trillium ensures members are not discouraged, coerced (forced), or misinformed (given wrong information) regarding the type, amount, and duration (length) of services they may request. In addition, Trillium does not discourage, coerce (force), or misinform (give wrong information) to members about the right to appeal the denial, reduction, or termination (stopping) of a service.

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。



Your right to appeal decisions
around service requests for your care.

MEDICAID APPEALS



Transforming Lives. Building Community Well-Being.

Medicaid Members Have the Right to Appeal Decisions About Service Requests

What do I do next?

If you received a letter from Trillium that your services were denied or reduced, you can ask Trillium to reconsider this decision.

Trillium operates under the North Carolina Mental Health/Developmental Disabilities/Substance Abuse Services Health Plan 1115 Waiver and NC Innovations Home & Community Based Waiver 1915(c).

Anyone who does not agree with Trillium's Adverse Benefit Determination ("Decision") on a request for their Medicaid services may request an appeal. Appeals are decided by health care professionals with appropriate clinical expertise in treating your condition or disorder.

If you disagree with results of the appeal process, you have the right to a State Fair Hearing process. You must first go through the Trillium appeal process before being able to use the State Fair Hearing process.

What is the process for requesting an appeal?

You and/or anyone you choose can begin the appeal process by requesting the appeal either orally or in writing. Requesting an appeal can be done by fax, mail, verbally over the phone, through the Member and Recipient Portal on our website, or by bringing the appeal form to Trillium in person. The instructions are included with the adverse benefit determination letter you received from Trillium.

You have **60 days** from the date of the "Decision" to request an appeal. You have the right to review any information that was used as part of the review decision. You have limited time to submit any additional information you feel supports the level of service being requested to allow enough time for the information to be reviewed.

What happens if I disagree with the appeal decision?

If you disagree with the Trillium appeal decision, you may submit an appeal to the North Carolina Office of Administrative Hearings (OAH) by filing a State Fair Hearing Request Form. The State Fair Hearing Request Form will be included with the Notice of Resolution you received from Trillium.

What is the OAH Appeal Process?

To begin the OAH Appeals process, the State Fair Hearing Request Form must be completed and returned by mail or fax to OAH within **120 days** of the date of the appeal review decision. You can also call OAH at **1-984-236-1860** to ask for a State Fair Hearing. After filing your appeal, you will be offered the opportunity to have your case mediated. If you accept mediation, it must be completed within **25 days** of your request. If you decline mediation or mediation is unsuccessful, your appeal will proceed to a hearing, if you choose. You will be notified by mail of the date, time, and location of your hearing. After the hearing, an administrative law judge will issue a final decision.

What if I lose my appeal?

If the final decision is not decided in your favor, Trillium has the right to recover the cost of denied services furnished to you during the appeal process. To learn more about the appeal process, please contact the listed resources.

How do I file a complaint or grievance?

A "grievance" is a complaint about your health plan, provider, care, or services. Contact Trillium by calling **1-877-685-2415** and tell us you have a "grievance" about your services. Grievances and appeals are different.

Complete a form through the **Member and Recipient Portal** at TrilliumHealthResources.org/member-recipient-portal

Toll-Free & Online Resources

Trillium's Grievance/Complaint Submission Form

bit.ly/44A7JwA

1-877-685-2415



Trillium Health Resources Member & Recipient Services

TrilliumHealthResources.org

1-877-685-2415



NC Medicaid Contact Center

medicaid.ncdhhs.gov/medicaid/your-rights

1-800-245-0179

Ask for the call to be transferred to the Appeals Unit, Clinical Policy and Programs.



NC Office of Administrative Hearings (OAH)

oah.nc.gov

1-984-236-1860 (not toll-free)



NC Medicaid Ombudsman

ncmedicaidombudsman.org

1-877-201-3750

Ask general questions about the appeal process.



Free Legal Aid may be available to assist with you appeal

Legal Aid/Legal Services

legalaidnc.org

1-866-219-5262

To locate a Legal Aid/Legal Services office near you.



North Carolina Lawyer Referral Service

ncbar.org

1-800-662-7660

To locate an attorney, you may contact the North Carolina Lawyer Referral Service.

