

## WHAT IS TAILORED CARE MANAGEMENT?

Tailored Care Management is a critical component of Trillium's Behavioral Health Intellectual/Developmental Disability Tailored Plan. Tailored Care Management incorporates whole-person care through the support of an integrated care team using person-centered practices. Whole person care brings together all aspects of a member's needs, including behavioral health, physical health, pharmacy, and unmet health-related resource needs. Tailored Care Management helps achieve better health outcomes for our members.

## WHO IS ELIGIBLE FOR TAILORED CARE MANAGEMENT?

*All Trillium Tailored Care members are eligible for and automatically enrolled in Tailored Care Management with the following exceptions:*

- Members obtaining Assertive Community Treatment (ACT);
- Members residing in Intermediate Care Facilities for Individuals for Intellectual Disabilities (ICF-IIDs);
- Members participating in the High-Fidelity Wraparound program.

### TCM for State-Funded Recipients

Although there will be many aspects that are similar to Tailored Care Management received by Medicaid members, there are some distinct differences for the approach that state-funded recipients receive. Trillium has a State-funded Behavioral Health Care Management coordinator who supports the provision of case management services. For recipients with I/DD and TBI diagnoses, Trillium is responsible for providing care management.

Trillium maintains a waitlist for those state-funded recipients who are waiting to receive Care Management. Please call Trillium at **1-877-685-2415**.

## CHOICE IN SELECTING WHERE YOU RECEIVE TAILORED CARE MANAGEMENT

*You have a choice in selecting where you receive Tailored Care Management:*

- Care Management Agencies (CMAs), provider organizations with experience providing behavioral health, I/DD, and/or TBI (Traumatic Brain Injury) services to this population.
- AMH+ (Advanced Medical Home Plus) practices, primary care practices whose providers have experience providing primary care services to this population.
- Trillium as a Tailored Plan.

## HOW TO SELECT A TAILORED CARE MANAGEMENT PROVIDER

For assistance in linking with Tailored Care Management, please call Trillium at **1-877-685-2415**. You should consider the following when you consider how you receive Tailored Care Management:

- Your existing provider relationships
- Your specific behavioral health, I/DD, and/or TBI needs
- The complexity of your physical medical needs where you live

**Trillium will match you to a Care Manager that has specialized training to meet your needs. You may change your Care Manager twice a year for any reason and at any time with a good reason (good cause). You can choose not to have a Care Manager at any time by calling Member and Recipient Services at 1-877-685-2415.**

## ELEMENTS OF TAILORED CARE MANAGEMENT

*These core functions are consistent for all members receiving Tailored Care Management, regardless of the provider. Some of these core functions of Tailored Care Management include :*

**Outreach and engagement:** contact the member soon after enrollment to make introductions and be answer questions

**Comprehensive assessment:** collect information about all of the member's needs (physical, behavioral health, medications, social supports, advanced directives, etc.)

**Care planning:** develop a care plan or individual support plan (or ISP; for members receiving Innovations Waiver services) taking into account all the details collected during the comprehensive assessment

**Multi-disciplinary care team involvement:** made up of the member, guardians, all providers, pharmacists, peer supports, and more to ensure the care plan/ISP puts the member at the center of the planning and that any plans of action best support the member

**Ongoing support and follow-up:** regular communication based upon the member's needs to share about progress towards goals in the care plan/ISP

**Support during transitions:** discussions as members move between various clinical settings and services as their needs change and evolve

**Diversion from higher levels of care:** support for members by educating them on their eligibility for community based services, referring and linking the member with those services, assisting with housing as needed, and developing and implementing a Community Integration Plan

Call our Member and Recipient Service Line 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)
- Physical Health and Pharmacy (Medicaid only)

**EMERGENCY AND CRISIS SITUATIONS**

Within **2 hours** of calling **1-866-990-9763** 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 a provider in our network. It is your right to choose which provider in our network you want to deliver your care.

**PHYSICAL HEALTH CARE (MEDICAID ONLY)**

Adult Preventative Care: **30 days**

Pediatric (Child) Preventative Care: **14 days** (under six months) or **30 days** (six months and older)

Pregnant Women: **14 days** (first or second trimester) or **five days** (third trimester or high risk)



**REGIONAL OFFICES**

**Northern Regional Office**

144 Community College Rd.  
Ahoskie, NC 27910-8047

**Central Regional Office**

201 West First Street  
Greenville, NC 27858-1132

**Southern Regional Office**

3809 Shipyard Blvd.  
Wilmington, NC 28403-6150

**Behavioral Health Crisis Line**

1-888-302-0738

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

**Trillium Health Resources is a Local Management Entity/Managed Care Organization (LME/MCO).**

**We are designated by the NC Department of Health & Human Services to oversee state and federally funded services for 28 counties in eastern North Carolina.**

Trillium is responsible for providing 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 on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

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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Whole Person, Integrated Care  
for Better Health Outcomes

**TCM**

Tailored Care  
Management Options

