What to Expect Once your Physician has Referred you to Trillium for Tailored Care Management

1. PCP will submit a referral to Trillium on your behalf to have your assigned Care Team contact you.
2. CM will answer your questions and confirm your consent to Tailored Care Management.
3. CM will work with you to schedule to complete a Care Management Comprehensive Assessment (in-person, video-conference, or if needed, by telephone).
4. Once the assessment has been completed, the Care Manager will work with you to review the assessed needs, prioritize goals, and develop a Care Plan.
5. The referring physician, Care Manager and the other agreed upon members of your Care Team will work together in coordination of the needed support and services for optimal care.
6. The Care Manager will be your primary point of contact for coordinating services and linkage to treatment providers.

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。

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Whole Person, Integrated Care for Better Health Outcomes

TCM

Tailored Care Management Options

Trillium HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

What is Tailored Care Management?

Tailored Care Management is an important part of Trillium's Health Plan. Tailored Care Management provides whole-person care from all health care providers. Whole person care brings together all of a person's needs, including behavioral health, physical health, pharmacy, and unmet health-related resource needs. Tailored Care Management means better health outcomes for our members.

Who is elibible for Tailored Care Management?

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

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

TCM for State-Funded Recipients

There are some differences for what state-funded recipients receive. For recipients with I/DD and TBI diagnoses, Trillium provides care management. Trillium provides a waitlist for state-funded recipients as these services are based on available funding and are not an entitlement. Please call Trillium at 1-877-685-2415.

Choice in Selecting Where you Receive Tailored Care Management

You have a choice in choosing where you get 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 Tailored Plan can provide care management through our staff.

How to Select a Tailored Care Management Provider

For help with Tailored Care Management, please call Trillium at 1-877-685-2415. You should think of the following when you consider how you get Tailored Care Management:

- Your existing provider (if they currently provide TCM services to you).
- 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 who 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 main parrts 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: make introductions and answer questions.

Comprehensive assessment: collect information about all the member's health needs and supports.

Care planning: use information from the assessment to develop a care plan.

Multi-disciplinary care team: the member, guardian, and their choice of providers or supports. The team makes sure the care plan puts the member at the center of the planning.

Ongoing support: regular communication to share about progress towards goals.

Support during transitions: discussions as member's needs change and evolve.

Diversion from higher levels of care: education and coordination with community-based resources and services.