

WHO IS TRILLIUM HEALTH RESOURCES?

Member & Recipient Services

1-877-685-2415

Mon.–Sat., 7:00 a.m.–6:00 p.m.

Behavioral Health Crisis Line

1-888-302-0738

24 Hours a day.

*Only after April 1, 2023

Non-Emergency Medical Transportation

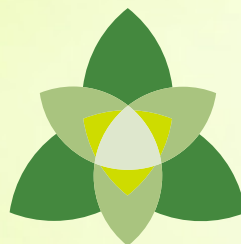
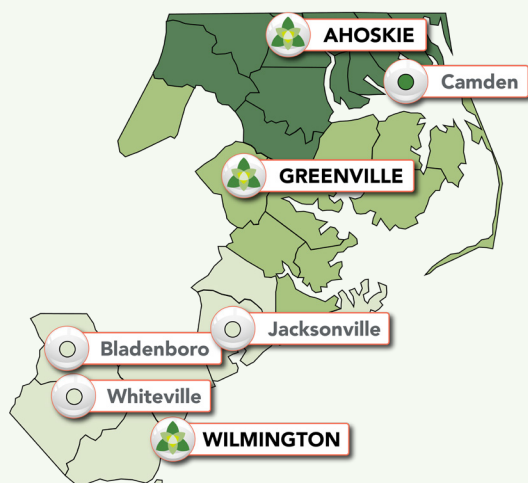
Call your local Department of Social Services office.

If speak language other than English

(TTY: 711 or [RelayNC.com](https://www.relaync.com))

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

Sign up on our website to get text messages and receive newsletter emails.



Trillium

HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

WHAT IS NC MEDICAID DIRECT?

Trillium Tailored Plan starts October 1, 2023.

When the Tailored Plan begins on October 1, Trillium will continue to serve Medicaid beneficiaries who are not placed on the Tailored Plan. This can include children in foster care, people who receive Medicaid and Medicare, and those who receive CAP/C or CAP/DA services. We cover all of eastern North Carolina: Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, and Washington Counties.

As a Managed Care Organization, Trillium will still:

- Manage services for serious behavioral health, intellectual/developmental disability (I/DD), and traumatic brain injury (TBI)
- Review requests for other services such as Early and Periodic Screening, Diagnosis and Treatment (EPSDT)
- Offer care coordination and Tailored Care Management, where needed
- Establish state-wide standards for care
- Engage with county and local agencies and community-based organizations
- Ensure that health plans reflect the priorities of DHHS
- Guarantee equitable access to care for everyone

We partner with health care providers and community stakeholders to build and strengthen foundations of well-being, provide individuals with the resources to weather life's storms, and help deepen connections between citizens and their communities. Together with our partners and state leadership, we are invested in the future of the public behavioral health system for the benefit of our region.

We're invested in every one of you. →

KEY INFORMATION TO KNOW

How to get services

Trillium will help you access services. However, you can access services directly from any provider in the Trillium network. You can go directly to a provider of your choice, if they are in the Trillium Network. You do not need to call Trillium first. You may schedule your appointment directly with the provider or walk into their office; please call Trillium if you need help scheduling transportation. Visit our website, select "[Members and Recipients](#)," then click the button that reads "[Benefit Plan Information](#)" and link for a full list of services available.

Visit TrilliumHealthResources.org for

- Our Member Handbooks
- Information on our Prevention and Health Promotion programs
- Links to sign up for newsletters and text messages

How to select Tailored Care Management

Tailored Care Management is a service offered to eligible members with special needs. Tailored Care Management helps ensure that member with complex mental health, substance use or I/DD needs receive appropriate assessments and integrated treatment planning and are linked to the right services. Please call Trillium at [1-877-685-2415](tel:1-877-685-2415) for help changing your Tailored Care Management provider.

You have the option to select where you receive Tailored Care Management services:

- Trillium Tailored Care Managers
- Advanced Medical Home+ (AMH+) staff
- Care Management Agency (CMA)

How to choose a provider

There are three ways you can choose a provider, specialist, or subspecialist:

- Visit TrilliumHealthResources.org, select the "Find a Provider" button at the top of the screen, and review our online directory to choose your own provider. You can search by diagnosis, specialty, location, and more.
- Call Trillium at [1-877-685-2415](tel:1-877-685-2415) to ask for help in finding a provider or to ask for a printed directory to be mailed to you.
- Visit a provider of your choice who will then contact Trillium to determine if services are covered. These providers may be "out-of-network" if they do not have contracts with Trillium.

If you do not select a primary care physician (PCP), one will be assigned to you. To choose or change your PCP, call your local DSS office. ncdhhs.gov/localdss

NC Medicaid Ombudsman Program

The **NC Medicaid Ombudsman Program** serves members around the state of North Carolina. The Ombudsman Program is a neutral third party that educates members on their rights, answers questions about processes within the system, and works with appropriate agencies with resolutions of complaints and grievances. To choose or change your PCP, call your local DSS office. ncdhhs.gov/localdss

NCMedicaidOmbudsman.org

info@NCMedicaidOmbudsman.org

[1-877-201-3750](tel:1-877-201-3750)

224 S. Dawson St., Raleigh, NC 27601

Please call Trillium if you need these materials in another format (i.e., braille or larger print) or another language.

Trillium puede traducir, formularios y folletos en otros idiomas además de Español. Por favor llame la Línea de Servicios para Afiliados y Beneficiarios al 1-877-685-2415 para solicitar traducciones de materiales impresos en el idioma de su preferencia.

除西班牙语和英语外, Trillium 还可以将此手册、表格和小册子翻译成其他语言, 包括盲文。请拨打会员和收件人服务热线 1-877-685-2415 要求将材料翻译成其他语言。

Rúguò nín bù huì shuō yīngyǔ, wǒmen kěyǐ miǎnfèi wèi nín tíngōng yǔyán bāngzhù fúwù. Chēnghu 1-877-685-2415.

영어를 할 수 없는 경우 언어 지원 서비스를 무료로 이용하실 수 있습니다. 부르다 1-877-685-2415.

Yeong-eoleul hal su eobsneun gyeong-u eon-eo jiwon seobiseuleul mulyolo iyonghasil su isseubnida. Buleuda nu bn không nói c ting Anh, các dch v h tr ngôn ng có sn min phí cho bn. Gi [1-877-685-2415](tel:1-877-685-2415)

MD-T2304-B026-X9999