

To: All Trillium Members and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: April 8, 2020
Subject: Access to Care and Care Management

We hope this communication finds you safe at home. As we have through every emergency declaration since 2015, we want you to know that Trillium staff are supporting our members and communities. We have made changes to support efforts to slow the spread of the Coronavirus while making sure our employees continue to support our members, families, providers and community partners during this unprecedented time.

As we are all practicing social distancing, we realize it is more important than ever to connect with our members and families, so we are reaching out. Care managers are regularly contacting members and families to assess and monitor service needs, share information, answer questions and connect members to community resources. Our Transitions to Community Living Team has been proactively working with providers, landlords and various community agencies to ensure members are not at risk of losing housing in the days, weeks and months ahead.

Our Access to Care Call Center & Member Services Department has maintained our 24 hour a day 7 day a week operations while we have transitioned to a 100% remote department to support the Governor's work from home request and to make sure our employees remain healthy so they can serve you and our communities. All of our actions are to ensure that members, families and our communities can continue to connect with us and get linked to services and resources. We want you to know that we are operational and doing all we can to provide supportive information and resources around member needs during this COVID-19 pandemic. Members may contact our Call Center 24 hours a day through our **Access to Care Line at 1-877-685-2415**.

The health, safety and overall well-being of our community is first and foremost in everything we do. We are actively working with our local hospitals and provider agencies to coordinate care for our members and strengthen support for our direct support professionals and first responders. We will share information soon about the Appendix K approval that will allow greater flexibilities for some services. We are in this together.

Any questions about this Communication Bulletin may be sent to the following email:
Christie.Edwards@trilliumnc.org

These questions will be answered in a Q&A format and published on Trillium's website.