

To: All Trillium Members and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: May 22, 2020
Subject: Appendix K Innovations Waiver Adjustments; Hotel Stays for COVID-19 Quarantines; Members and Families Virtual Town Hall Meeting with Trillium

As the State of North Carolina begins the reopening of businesses and activities, Trillium will continue sharing information with our members, their families or guardians, and our community stakeholders. While some temporary COVID-19 changes will end, such as working from home and not visiting loved ones, we realize some changes may be here to stay. Throughout this next reopening phase, Trillium will send email and other communications to share news about opportunities, updates from the State, and how we are serving you during this unusual time.




APPENDIX K NOTICE ON INNOVATIONS WAIVER ADJUSTMENTS:

The state publicized a lengthy document about the approval for Appendix K (Emergency Preparedness and Response) from the Centers for Medicare and Medicaid Services. This approval allows certain flexibilities or adjustments to Innovations Waiver services, such as allowing an increase in service hours. Trillium has explained much of this information and posted in the link below:

 [Trillium Family Friendly Communication Appendix K](#)

HOTEL STAYS FOR COVID-19 QUARANTINES

Through the approved Appendix K, Trillium is offering stays in hotels or motels (formally called non-congregate temporary shelter) to individuals and their families who meet the following criteria:

-  **Category 1: Isolation Case** - those testing positive for COVID-19 who do not require hospitalization, but who need a place to safely quarantine (requires isolation orders, including time period and restrictions).
-  **Category 2: Quarantine Case** – those exposed who do not require hospitalization but who need a place to safely quarantine (requires quarantine orders, including time period and restrictions)
-  **Category 3: Persons needing social distancing as a precautionary measure**, as determined by public health officials, particularly for high-risk groups such as people over 65 or with certain underlying health conditions (respiratory, compromised immunities, chronic disease), this may include those living in a situation that makes them unable to adhere to social distancing guidance.

If you think you might meet the criteria, call 910-612-2188 for an assessment. Trillium will provide payment directly to hotels for shelter, food, and transportation.

MEMBERS AND FAMILIES VIRTUAL TOWN HALL MEETING WITH TRILLIUM

We understand the difficulty with processing the countless updates that have been broadcast to our members and families over the past few months. Regular press conferences from the governor, news stories online and television and in printed newspapers, emails from organizations, social media posts...so many details to process.

As a service to our members, Trillium staff will host a virtual town hall meeting on Tuesday, June 9 from 10-11:30 a.m. During this time we will share newly available member services, talk about the use of telehealth as an approach during the COVID-19 pandemic, and highlight measures for health and safety in congregate settings. We will also answer questions from you. You may login to the link and follow along with the presentation from a computer, join through Facebook Live on our Facebook account (linked here <https://www.facebook.com/TrilliumHealthResources/>), or you can just call in to the number provided. We will record the presentation and share online after the event.

Virtual Town Hall
Tuesday, June 9
10—11:30 a.m.

You will not need to register in advance and can access the call through this link:

[WebEx Virtual Town Hall](#)

Or simply call 1-415-655-0001 and enter the access code when asked: 280 201 598 #

Members will be able to ask questions through one of the options below:

- 🌱 Select the option to 'raise hand' through Webex and a Trillium staff person will call on you; please note this option will need to use your first and last name and may not be anonymous
- 🌱 Type your question into the Q&A box in Webex (anonymous to everyone other than panelists)
- 🌱 Submit question beforehand through Smartsheet (anonymous):
 - ▶ [Member Town Hall Question Submission](#)
- 🌱 We will also stream the Webex call through Facebook Live and people can type their questions into the comment section (not anonymous).

As always, 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 are in this together.

Any questions about this Communication Bulletin may be sent to the following email: MemberEngagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.