



## MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #003

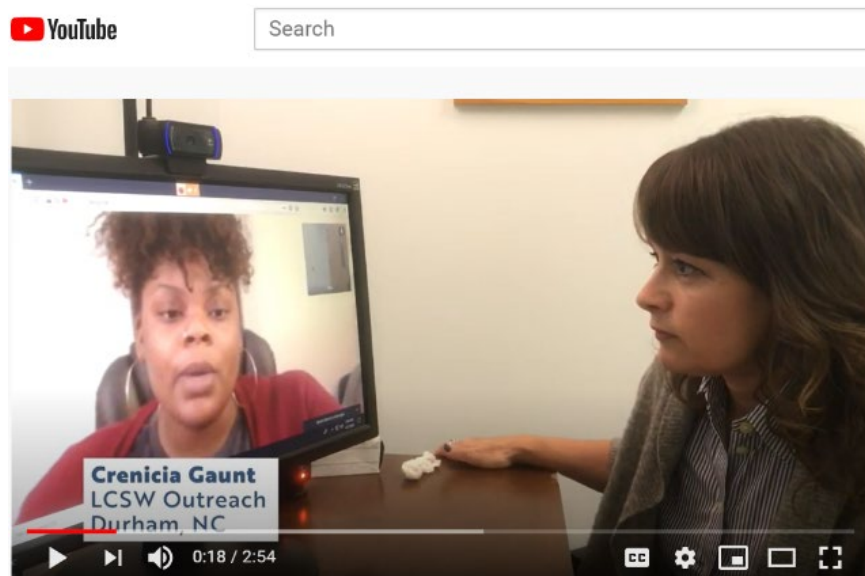
Transforming Lives. Building Community Well-Being.

**To:** All Trillium Members and Stakeholders  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** May 27, 2020  
**Subject:** Telehealth during COVID-19; 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.

### TELEHEALTH DURING COVID-19:

There are a lot of reasons why it's important to keep seeing your health care provider even while North Carolina's Safer at Home order is in effect to slow the spread of COVID-19. Across North Carolina, insurance companies, including Medicaid and Medicare, are covering your telehealth visits. It is a two-way office visit from the comfort of your home using a computer, tablet, smart phone or other technology. Learn more about telehealth by watching this video. The State also mailed letters and promoted materials about telehealth earlier this spring ([available by clicking here](#)).



<https://www.youtube.com/watch?v= 0c4kLeBXgY>



24-Hour Access to Care Line - 877.685.2415  
Business & Administrative Matters - 866.998.2597

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



## 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.

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 new services that we have rolled out, 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 have time for questions from you as well. You may login to the link and follow along with the presentation from a computer, 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)

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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.

If you were forwarded this email and have not signed up to receive these notifications, [you can do so here](#).

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