

To: All Trillium Members and Stakeholders
From: Megan Roberson, IDD Clinical Director
Date: June 18, 2020
Subject: Second Amendment to Appendix K



SECOND AMENDMENT TO APPENDIX K

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.

FOR MEMBERS RECEIVING INNOVATIONS WAIVER SERVICES AND THEIR FAMILIES

During the COVID-19 crisis, Trillium Health Resources is here to support you and your families. We understand that there is a lot of information that can be difficult to find or understand. By working with our partners, we have been continuing to implement changes to give you and your family the flexibility that you need. As a result, we have outlined some questions and answers that will help to explain the additional changes that were made to Innovations Waiver services to be more flexible and useful for you and your family. **All of these flexibilities must be tied to some change in circumstances caused by the COVID-19 crisis.** Be aware that flexibilities are subject to review on a case by case basis.

QUESTION: I RECEIVE INNOVATIONS WAIVER SERVICES. I NEED HELP TO MAKE SURE THAT I HAVE enough food each day to eat. Are there any resources available to me?

-  Yes. During the COVID-19 crisis, members are able to receive two home delivered meals. Trillium is working with our partners at the Department of Health and Human Services (DHHS) to provide this service for those who will qualify. For those who are interested, register using the following link: Meal Delivery. Please know that registering will not guarantee that a member is able to receive this service, but will help Trillium identify those are interested in meal delivery. As this service becomes available, staff from Trillium will be reaching out to those who expressed interest to discuss whether or not they qualify and help link them with this service.
-  I reside in an AFL (Alternate Family Living). I usually go out in the community to receive Supported Employment, Day Supports, and Community Network. I have been self-isolating in my AFL and have not been working with outside staff to reduce my potential exposure. Would it be possible for me to still receive the services that I need?

- Yes, Primary Alternative Family Living (AFL) providers are able to provide Supported Employment, Day Supports, or Community Networking to members during times that Supported Employment, Day Supports or Community Networking would be normally be provided. If this is something that you are interested in, please speak with your provider agency to make this change in the services you receive.

As a parent of a child receiving Innovations Waiver services, we have decided not to receive services from staff while we isolate within our home. I have been providing my child with the services as it is very important that my child not experience a lapse in the services. Is it possible to become a paid direct care staff for my child during this time (also known as a Relative as Provider/RAP)?

- Yes, Legally Responsible Persons of minor waiver beneficiaries who reside in the home and out of the home are able to provide services. If this is something that you are interested, please speak with your provider agency.

What flexibilities would be available to me as a Relative as Provider (RAP) for my child?

- Relative as Providers are able to begin providing services without background checks and training for 90 days.
- Relative as Provider are also able to provide services during the COVID-19 crisis not previously allowed for 90 day periods. These services include Day Supports, Supported Employment, Community Living and Supports, and Community Networking.
- If you are interested in any of these flexibilities, please speak with your provider agency.

Our provider agency previously had to file incident reports when they were unable to provide services. Since we have decided not to receive services during this time, does our provider agency still have to file those incident reports?

- No, back-up staffing reports are waived during this time. Although, provider agencies are still responsible for making sure that members and families who are still receiving services have access to back-up staffing.

I receive nutritional supplements and other supplies through Assistive Technology Equipment and Supplies. I need to request ongoing supplies, but would likely have to see my doctor to get another prescription. I need to decrease my exposure and avoid going into the community. Are there flexibilities that could assist me?

- Yes, the requirement for an updated prescription or letter medical necessity is waived for ongoing supplies and replacement equipment for which a member already has an authorization. This specifically applies to Assistive Technology Equipment and Supplies. Any members or family members who are interested in utilizing this flexibility should communicate with their assigned Care Coordinator.

To read the flexibilities in their entirety, please visit [Second Amendment to Appendix K Request](#). All flexibilities must be tied to a specific need that relates to the COVID-19 crisis. Be aware that flexibilities are subject to review on a case by case basis.

If you have any questions whatsoever, please email IWCOVIDResponse@trilliumnc.org. Trillium also has a [COVID-19 Webpage](#) dedicated to sharing information from the state, CDC, and details for our providers.

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](#).

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.