

**To:** All Trillium Members and Stakeholders  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** December 11, 2020  
**Subject:** Victory Junction Family Weekends, New NC Medicaid Portal, Help with Utility Bills, Trillium's Self-Management Webpage, and Holiday Guidance from NC DHHS for Visitors to Residential Care Settings

As the State of North Carolina continues reopening, Trillium will share 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 process, 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.

## **VICTORY JUNCTION FAMILY WEEKENDS**

Trillium is partnering with Victory Junction, an inclusive camp located on 84 acres in Randleman, North Carolina, to offer separate family weekends for children with I/DD or in therapeutic foster care. Victory Junction enriches the lives of children with serious illnesses by providing life-changing camping experiences that are exciting, fun, and empowering, at no cost to children or their families.

While we had to cancel our fall dates for 2020, we are excited to announce the following dates for Spring 2021. Camp may look a little different, with fewer attendees and more distancing, but what hasn't changed is the joy you will see on everyone's faces...even with their masks on.

### **SPRING 2021 DATES:**

March 26-28  
April 9-11  
April 23-25

Registration is free but only open to Trillium members and their families; please visit here for more information and to register:

 [\*\*To Register\*\*](#)

## NEW NC MEDICAID PORTAL

NCDHHS has [launched](#) a new [Beneficiary Portal](#) on the [NC Medicaid website](#). The portal will serve as a centralized information resource center for current Medicaid beneficiaries and those wishing to apply for Medicaid benefits. It also offers information about [Medicaid Managed Care](#), set to launch July 1, 2021.

The new Beneficiary Portal adds a knowledge center with over 70 common questions and answers and a Help Center Assistant search feature that guides users to their most applicable topics of interest. More questions and answers are being added as they come in from users through the Medicaid Contact Center and other sources.

If you have behavioral health, substance use, intellectual and developmental disability (I/DD) or traumatic brain injury (TBI) support needs, you will continue to receive your care in the same way through Trillium after July 1, 2021.

## HELP WITH UTILITY BILLS

Do you need help paying your heating bills? The Low-Income Energy Assistance Program (LIEAP) may be able to help you. Households with a person age 60 or older or a disabled person receiving services through the Division of Aging and Adult Services (DAAS) who currently receives Food and Nutrition Services and received LIEAP during the 2019-2020 LIEAP season last year may qualify to receive an Automated Payment this LIEAP Season. These households will be notified of eligibility in November and do not need to apply for this benefit.

For more information on how to apply if you did not receive this information, please visit [this link](#).

## TRILLIUM'S SELF-MANAGEMENT WEBPAGE

What is Body Mass Index and how active should I be? What can I do to help minimize stress over the holidays? How do I quit smoking?

[Trillium's Self-Management page](#) shares tools and resources on mental and physical well-being. Where a person physically and socially lives, learns, works and plays all have a tremendous impact on your health. This page shares resources including online assessments and anonymous tools to help improve well-being. These links can help educate and empower members and your families to help bring up any concerns with your providers. You are your own best advocate!

## HOLIDAY GUIDANCE FROM NC DHHS FOR VISITORS TO RESIDENTIAL CARE SETTINGS

From NC DHHS: This guidance applies to residents, staff, residents' families, and visitors of nursing homes, adult care homes, behavioral health and intellectual/developmental disability facilities, intermediate care facilities, and psychiatric residential treatment facilities.

As we move into the holiday season, we wanted to remind staff, families, and visitors of residents in residential care settings of the importance of protecting this vulnerable population.

CDC states on their Holiday Celebrations and Small Gatherings webpage, “if you are an older person... you should avoid in-person gatherings with people who are not in your household.” For people who live in a residential care setting, their “household” is composed of the residents and staff within their facility. Leaving the facility to spend time with a different group of people can put the health of the resident and others in the facility at risk.

For this reason, we recommend that **residents do not leave the facility to attend holiday events with individuals outside of their household. We also recommend that staff do not attend holiday events or gatherings with individuals outside of their household.**

Please review the [full document here](#).

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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. To learn more, please check out [our website](#), follow us on [social media](#), or give us a call if you have any questions.

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.