

To: All Trillium Members and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: March 12, 2020
Subject: Visitation Guidance for ICF/IIDs from CMS, COVID Vaccines, Career Fair, NEW Member Information Events, ACAP Scholarship, New Provider Directory Search, Small Business Funding

Trillium shares information with our members, their families or guardians, and our community stakeholders in a variety of ways, including this Member and Stakeholder Communication Bulletin. If you were forwarded this email and have not signed up to receive these notifications, [you can do so here.](#)

VISITATION GUIDANCE FOR ICF/IIDs FROM CMS

The Centers for Medicare and Medicaid Services (CMS) is issuing new guidance for visitation in ICF/IIDs and PRTFs during the COVID-19 PHE. The guidance below provides ways an ICF/IID and PRTF can more safely facilitate in-person visitation and address the psychosocial needs of clients/residents.

While CMS has focused on helping to protect ICF/IID and PRTF clients/residents from the risk of contracting COVID-19, they also recognize that physical separation from family, caregivers, friends, and others has taken and continues to take a physical, emotional, and psychological toll on clients/residents.

Regardless of how visits are conducted, the following are included in the guidelines to reduce the risk of getting COVID-19:

- 🌱 Ask all visitors if they have any symptoms of COVID-19 (such as a fever) or have been in contact with anyone with COVID-19.
- 🌱 Require face masks to be worn by all visitors, along with social distancing. Physical barriers (such as plastic dividers or screens) may be used.
- 🌱 Visitors should limit their movement to see only the resident they are visiting and should not go to other locations in the facility.

CMS encourages all ICF/IIDs and PRTFs to monitor the Centers for Disease Control and Prevention (CDC) website for information and resources and contact their health department when needed (CDC Resources for Health Care Facilities: [Management of Visitors to Healthcare Facilities in the Context of COVID-19: Non-US Healthcare Settings | CDC](#))







Please [click here](#) to view the full recommendation.

COVID VACCINES

NC DHHS recently updated guidance that **Group 1** now includes people receiving long-term home care for more than 30 days including **Home and Community-Based Services for persons with intellectual and developmental disability (inclusive of Innovations Waiver services)**, private duty nursing, personal care services, and home health and hospice. Learn more -- [Deeper Dive Group 1: Health Care Workers and Long-Term Care Staff and Residents.](#)

In addition, **Group 4 can start receiving vaccines on March 17.** This population includes anyone with conditions that have been identified by the CDC as increasing risk for severe COVID-19 illness and anyone who is living in congregate or close group living settings who is not already vaccinated including, people experiencing homelessness or living in a homeless shelter and people in a correctional facility, such as jail or prison.




Group 4 includes those with high risk conditions and/or living in the following settings such as:

-  Cystic fibrosis
-  High blood pressure
-  Intellectual/developmental disabilities (such as Down syndrome) who are not qualified in Group 1 mentioned above
-  Neurologic conditions such as schizophrenia
-  People living in a homeless shelter
-  People living in a group home

Learn more – [Deeper Dive Group 4: Adults at Higher Risk of Exposure and Increased Risk of Severe Illness \(Higher-Risk Conditions and Additional Congregate Settings.\)](#)

New research suggests that individuals with intellectual or developmental disabilities are at higher risk for developing serious complications from COVID-19 infections. While many factors could cause this, such as difficulty to socially distance or wear a mask, additional health conditions can also make them more vulnerable to the virus. An article about this study can be [found by clicking here.](#)

Please visit NC DHHS webpages for more information about the vaccine, answers to questions if you are worried about getting the vaccine, and finding sites for an appointment. COVID-19 vaccines will help us gain control of our lives and get back to the people and places we love.

-  [You have a Spot Take Your Shot](#)
-  [Vaccine Plan](#)
-  [Vaccine Infographic](#)
-  [Resources](#)

NEW MEMBER INFORMATION EVENTS

Trillium is launching monthly virtual Member Information Events so we can better inform you about new opportunities and services.

Our first event will take place on Monday, March 15 and will introduce our new Trillium Advantage program. These value-added benefits include funds for assistive devices, cell phone plans, and more.

We will host afternoon and evening events to accommodate all schedules. Events will stream online and through Facebook, or you can call in to listen. Register today!

 **March 15, 2:00 - 3:00 p.m.**

[Register for this event](#)

 **March 15, 7:00 – 8:00 p.m.**

[Register for this event](#)

Member Information Event

What is Trillium Advantage?

Learn about exclusive benefits for those on the Innovations Waiver wait list. Value-added services including cell phone plans, funds for assistive devices, and more!



Trillium

Advantage

Join us virtually each month!

Monday, March 15	2:00 p.m. – 3:00 p.m.	Registration required
	7:00 p.m. – 8:00 p.m.	Registration required

Find us online:

www.TrilliumHealthResources.com

[@TrilliumhealthResources](https://www.facebook.com/TrilliumhealthResources)

[@TrilliumNc](https://twitter.com/TrilliumNc)

ASSOCIATION COMMUNITY AFFILIATED PLAN (ACAP) SCHOLARSHIP OPPORTUNITY

Trillium is partnering with the Association for Community Affiliated Plans (ACAP) to collect submissions for their 2021 scholarship contest! ACAP established this scholarship to provide financial assistance to a member or family member of an ACAP health plan member who seeks higher education to pursue a career in health care or social services. The application process includes a short form to complete and three essay questions.

The winner will get a **\$5,000 scholarship**, and payment will be made directly to the institute of higher education so as to not impact Medicaid eligibility. All applicants must be enrolled with Trillium and either enrolled or applying to an institution including an accredited university, college, technical or vocational school. Please [visit here](#) for more information and to apply. Good luck!

NEW PROVIDER DIRECTORY SEARCH

Search network provider directory

Find agencies & group practices, hospitals or licensed independent practitioners who contract with Trillium Health Resources. This Network Provider Directory is updated on a daily basis. The accuracy of information is based on details submitted by providers. Please call Trillium at 1-877-685-2415 if you need to verify any of the information listed for providers.

We can also assist you with services and supports when you contact the Trillium Health Resources Call Center at 1-877-685-2415.

Search Tips and Language Assistance

Trillium Health Resources
24 Hour Access to Call Line
1-877-685-2415

Provider Search

Find a Provider/Facility/Agency
Provider agencies are organizations where healthcare professionals work together to provide different kinds of services.

Find a Person (Practitioner)
Practitioners are individual healthcare professionals, such as therapists, psychologists, or physicians.

SEARCH BY KEYWORD
Provider name or keyword

Please use quotation marks " " if you want exact results such as only providers with that name.

LOCATION
Please ONLY select a county OR mileage from a township code.

Less than: - Select -
From: City or zip code in North Carolina
County: - Select -

PROVIDER DETAILS

Agency Types
Agency
Hospital Inpatient, Hospital Outpatient, Physician's Group of Ho
Intermediate Care Facilities for Intellectual and Developmental C
Outpatient, Licensed Independent Practitioners, and Licensed P
Psychiatric Residential Treatment Facility

Use **ENTER/CTRL** (Win) or **COMMAND/CMD** (Mac) to select or unselect multiple items.

Service Categories
ASSERTIVE COMMUNITY TREATMENT TEAM (ACTT)
BI Innovations Services
Case Management
Community
Community Support

Use **ENTER/CTRL** (Win) or **COMMAND/CMD** (Mac) to select or unselect multiple items.

Focus Specialties & Target Populations
Addiction Psychiatry
Addiction Treatment
Addiction/Chemical Dependency/Substance Abuse
Adjustment Disorders
Administer Cocaine

Use **ENTER/CTRL** (Win) or **COMMAND/CMD** (Mac) to select or unselect multiple items.

Accepting New Patients
 Any
 Yes
 No






Has Cultural Competency Training
 Any
 Yes
 No


Search Providers **Reset**

Results will appear below after clicking search.

Trillium has redesigned our provider directory search page to help make it easier to find the providers and services you are looking for. The new search now page looks like this:

Highlights from the redesign include:

-  Initial option to search for either a provider/facility/agency or a person/practitioner; you can choose your practitioner's gender (male/female) or discipline (MD or Licensed Clinical Social Worker)
-  We added instructions to follow when entering keywords, like quote marks " " to get exact results (i.e., provider name), and how to select/unselect options from the filters
-  You no longer have to select "Advanced Search" and all options are shown on the main page
-  We added "Agency Type" so you can search by Hospital, Outpatient, and more
-  Target Populations and Focus Specialties have been combined into one option

We have tips in the purple block on the page to help in your search. The first time you visit the Trillium website www.TrilliumHealthResources.org, you may have to hit the "refresh" button in order to see the new search page. The refresh button usually looks like a circular arrow such as this: 

As always, you can call Trillium's Call Center at 1-877-685-2415 if you need help finding what you are looking for.

SMALL BUSINESS FUNDING

Trillium recognizes that employment and financial security are an important social determinant of health. Just as building a strong house requires a variety of materials, building well-being requires community resources, social relationships, and opportunities to thrive.

In an effort to assist our members' financial stability, Trillium is offering financial assistance for members interested in starting a new small business or sustaining their current one. Amounts between \$100-\$5,000 are available. We encourage our eligible members to apply as soon as possible as funds are limited. Please [visit our webpage here](#) to review who is eligible and how to apply.

CAREER FAIR

Are you a person with a disability looking for a career opportunity or internship?

This Virtual Career Fair is *FREE* for jobseekers with disabilities to attend.

Date: Tuesday, March 23, 2021

Time: 9 a.m. to 4 p.m

Location: Virtual

[Register Here](#) or [Visit this page by clicking here for more information.](#)

As an [Employment First State](#) for individuals with disabilities, North Carolina State Government is committed to creating an inclusive and welcoming workspace for individuals with disabilities. North Carolina State Government will be represented at this virtual job fair to recruit applicants interested in public service careers for competitive opportunities at agencies and locations across North Carolina.

Opportunities are available for every level of candidate, from experienced professionals to recent college graduates and college students with disabilities, to meet online with state agency recruiters from across North Carolina.

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.

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.