

To: All Trillium Members and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: April 21, 2020
Subject: COVID Vaccines, Stay Connected, NEW Member Information Events, New Provider Directory Search, Victory Junction, AngelSense™, New Courses on My Learning Campus

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 it on the link below.

[SUBSCRIBE HERE](#)

COVID VACCINES

NC DHHS recently updated guidance that **all populations (age 16 and older)** are eligible to receive the vaccine starting April 7.

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.

[!\[\]\(faf942dc3e59ce8eb64b4ac481eca7e0_img.jpg\) You have a Spot Take Your Shot](#)

[!\[\]\(cf531ed27e91483460120fcc057b3901_img.jpg\) Vaccine Infographic](#)

[!\[\]\(d3102649f02e825ddb76dc3de0190154_img.jpg\) Vaccine Plan](#)

[!\[\]\(4b7a79268f6ba26c1471d4232fffa85a_img.jpg\) Resources](#)

NEW MEMBER INFORMATION EVENTS

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!

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


Our first event took place on Monday, March 15 and introduced our new Trillium Advantage program. These value-added benefits include funds for assistive devices, cell phone plans, and more. Our next event on April 28 will share about our [Small Business Funding](#) opportunities.

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!

APRIL 28, 2021

 **1:00 – 2:00 p.m.**

[Register for this event](#)

 **7:00 – 8:00 p.m.**

[Register for this event](#)

STAY CONNECTED

Trillium Advantage now covers cell phones with data plans. We understand the challenges that members and providers have experienced as a result of COVID-19. We developed our “Stay Connected” program to assist members by providing access to a prepaid cell phone with unlimited data, text, and talk for one year.

Having access to reliable communication is critical at this time to access services through telehealth, arrange transportation, and to decrease social isolation.

To be eligible for Stay Connected, applicants must meet the following requirements:

1. Be a Trillium member.
2. Have limited or no access to their own cellular device.

We know that now, more than ever, we all need to Stay Connected.

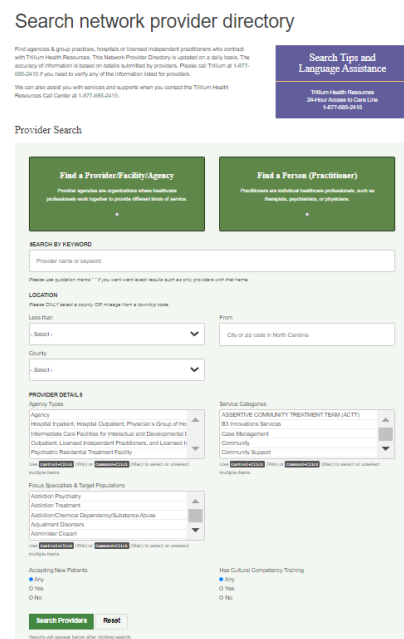
STAY CONNECTED APPLICATION

NEW PROVIDER DIRECTORY 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.

VICTORY JUNCTION

Trillium is excited to partner with Victory Junction to again sponsor Trillium members and their families to attend Summer Family Retreats! Victory Junction is an inclusive camp in Randleman, NC that specializes in serving individuals with disabilities and serious illnesses.

Retreats are open to any Trillium member, regardless of diagnosis, between the ages (or developmental ages) of 6-16, along with their family and natural supports.

Current programming is designed to provide a unique experience for families to bond together and for member's to feel empowered and build self-confidence in their abilities. Programming and amenities are inclusive and adaptive to differing needs and diagnoses.

Victory Junction has an onsite-medical center, food service to accommodate special diet needs, and cabins sleep up to eight guests each.

Due to Covid-19, CDC guidelines will be followed. There will be limited Victory Junction staff on site in order to provide families with the safest experience possible.

Applications are processed on a first-come, first-served basis. While we would love to accommodate each and every family, there is a multi-step application process so completing an application does not necessarily guarantee a spot. Deadlines are quickly approaching so we encourage families to sign up on the "[Interest Form](#)" now and complete applications as quickly as possible!

Summer 2021 Schedule

June 18-20

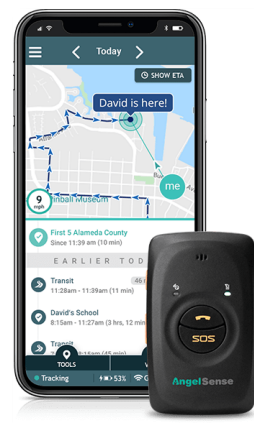
July 2-4

July 12-14

July 19-21

ANGELSENSE™

In recognition of Autism Acceptance Month, Trillium Advantage is providing AngelSense™ devices for members through our One Community initiative! AngelSense™ is a GPS tracker for kids, teens, adults, and elderly with an assistive speakerphone. It offers the most advanced GPS tracking to support safety and is the only GPS tracker made specifically for special needs and autism. Please visit our [application page](#) for more information and to apply.



NEW TRAINING ON MY LEARNING CAMPUS

New courses have been added to our free, online training platform [My Learning Campus](#). Registration only takes a few minutes and can be cancelled at any time.

- 🌱 **NC's Children's Health Insurance Programs:** discusses how the NC Medicaid and Health Choice programs promote and maintain children's overall health and well-being, including how to enroll. Also includes forthcoming Medicaid Transformation information.
- 🌱 **The Help Line for Children and Youth with Special Health Care Needs (CYSHCN):** Discusses how the Help Line staff work with families to locate local services or resources that best support the needs of their child ages birth to 21 with special needs, including review of state CYSHCN resources website.
- 🌱 **Dental Home Partnership Strategies for Success:** Discusses the importance of having a dental home for children with special needs and ways families can partner with dental providers so children with special needs have positive dental experiences.

- ♻️ **Attachment Problems:** This course will explore how unhealthy attachment affects children and their caregivers. It will also consider where unhealthy attachment comes from, and where to turn if you need help.
- ♻️ **Understanding Challenging Behaviors:** In this course we will explain how behaviors are learned, and explore what behaviors are telling you. We will talk about why children have challenging behavior, and look at how trauma can lead to challenging behaviors.
- ♻️ **Preventing Challenging Behaviors:** In this course we will explain what challenging behaviors are, talk about how we can prevent challenging behaviors, and teach strategies you can use at home.

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.