

To: All Trillium Members and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: May 11, 2020
Subject: Provider Outreach to Members about Selecting a Health Plan; NEW Member Information Events, One Community Initiative, COVID Vaccines, Stay Connected, Victory Junction, AngelSense™

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](#)

PROVIDER OUTREACH TO MEMBERS ABOUT SELECTING A HEALTH PLAN

Some providers are encouraging patients to sign up for managed care (i.e. the Standard Plans) and listing the health plans they have contracted with to help patients with health plan selection. We welcome this engagement from our providers, but please note that not all Medicaid members are moving to managed care now. We understand receiving letters or other information from providers to sign up for a health plan is causing some confusion for our members who are not required to sign up at this time.

Members who are not required to sign up include those on the Innovations Waiver or people receiving intensive mental health or substance abuse services.

If you hear from your provider conducting outreach, we encourage you to call the **NC Medicaid Enrollment Broker at 833-870-5500 (TTY: 833-870-5588)**. The enrollment broker can tell you if you are required to sign up for Medicaid Managed Care at this time and can help you with making an informed choice if you are.

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

Our last event took place on Wednesday, April 28 and provided details 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!

MAY 26, 2021

Choose Independence: Tools to help living as independently as possible

 **1:00 – 2:00 p.m.**

[Register for this event](#)

 **7:00 – 8:00 p.m.**

[Register for this event](#)

ONE COMMUNITY INITIATIVE

Trillium Health Resources will launch our new One Community initiative this May, coinciding with [Mental Health Month](#). The one-year program will send staff into our communities to share how people can address their mental health to thrive after the pandemic. We will also educate about suicide prevention, alcohol awareness, and autism acceptance.



Trillium hopes to host local events when enough of the population has received their COVID-19 vaccine and it is safe to do so. This past year has been difficult for so many, and Trillium looks forward to working together to help everyone access the care they need. For more information, please visit our webpage [One Community](#).

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.

[You have a Spot Take Your Shot](#)

[Vaccine Infographic](#)

[Vaccine Plan](#)

[Resources](#)

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

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™

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.



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.