



Transforming Lives. Building Community Well-Being.

MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #27

To: All Trillium Members/Recipients and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: December 9, 2021
Subject: New Version of Member Handbook Available, Welcome to Halifax County, Follow us on Instagram, Small Business Funding Project, ECHO Survey Results

Trillium Health Resources is pleased to announce that we are one of seven managed care organizations awarded a Behavioral Health Intellectual/Developmental Disability (I/DD) Tailored Plan contract to serve members and recipients in our region. Tailored Plans will coordinate integrated services for physical and serious behavioral health care needs. Please note that NC DHHS recently announced a new launch date of **December 1, 2022**.

Medicaid members and state-funded recipients do not need to do anything at this time. As we approach the launch date, we will share opportunities for members and recipients to learn about changes to procedures, new services available, and what to expect. Please follow our website or social media pages, and sign up to receive [text messages](#).

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](#)

NEW VERSION OF MEMBER HANDBOOK

Trillium recently launched a new version of our member handbook that is available directly on our website rather than a document link. We hope this will make it easier to review the material for the following reasons:

- 🌱 Easier to view on mobile devices such as a smartphone since 25% of our website visitors are on a cell phone or tablet.
- 🌱 Any terms in the handbook can now be found using the search feature on our website.
- 🌱 The special accessibility filters from our Userway button will now be applied to the handbook to help with readability.



Member & Recipient Service Line - 877-685-2415
Business & Administrative Matters - 866-998-2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



Please view the [handbook here](#) and let us know if you have any suggestions for additional improvements by emailing Info@TrilliumNC.org!

WELCOME TO HALIFAX COUNTY

Welcome to residents in Halifax County! As of December 1, we are now the managed care organization who will assist you with services for serious behavioral health, I/DD, and traumatic brain injuries.

Letters have been mailed to members in Halifax County, and you can learn more on our [website by clicking here](#).

Please email HalifaxCountyInfo@TrilliumNC.org or call us at 1-877-685-2415 if you have questions about accessing your same provider or services.

The screenshot shows the Trillium Health Resources website. The header includes contact information: Español, Member & Recipient Service Line: 1-877-685-2415, Provider Support Service Line: 1-855-250-1539, and News, Events & Training. The main navigation includes For Individuals & Families, For Providers, and Neighborhoods. The page title is "Halifax County Realignment". The content includes a map of the region with labels for AHOSKIE, GREENVILLE, and WILMINGTON. Text on the page states: "The Governing Board of Trillium Health Resources voted on August 12 to accept the Halifax County Board of Commissioners' decision to join our catchment area. We have started a work plan and will work closely with the Department of Health and Human Services and Halifax County leadership to ensure a smooth transition for members, providers, and key partners in Halifax County. Secretary Cohen and NCDHHS have set the launch date as December 1, 2021." Below this text are three bullet points: "Read Trillium press release", "Quick Facts Member Handouts", and "New Provider Quick Guide". At the bottom are two buttons: "For Providers Information" and "For Members Information".

FOLLOW US ON INSTAGRAM

The image shows the Instagram profile for Trillium Health Resources. The profile picture is the Trillium logo, a green and yellow flower-like shape. The username is "trilliumhealthresources" with a "Follow" button. The profile statistics are: 56 posts, 308 followers, and 23 following. The bio reads: "Trillium Health Resources Building community well-being in eastern NC with mental health, I/DD, and substance use services. Share your positive experiences with us below!" and includes the link "bit.ly/3vV5XTA".

You can follow us on Facebook, Twitter, and now Instagram! We have expanded our social media presence and are excited to share more opportunities, events, and stories on this platform. If you have an Instagram account, follow us @TrilliumHealthResources!

SMALL BUSINESS FUNDING PROJECT

WE ARE CURRENTLY ACCEPTING APPLICATIONS

Members can apply for financial assistance through our [Small Business Funding Project](#). If you are 18 years old or older, receiving services for a mental health or I/DD diagnosis through Trillium, and own or will own a small business, you could be eligible!










Members can contact smallbusinessproject.application@TrilliumNC.org or visit the website linked above to ask additional questions.

EXPERIENCE OF CARE AND HEALTH OUTCOMES (ECHO) SURVEY RESULTS


THANK YOU to all who participated in Trillium's *Experience of Care and Health Outcomes (ECHO) Survey*! Your input is very much appreciated and valued as part of our continued efforts towards quality! For complete survey results, please review our [adult survey](#) and [child survey](#) reports.

Your feedback identified several key areas of strength for Trillium as well as opportunities for improvement. In response to those areas needing improvement, we'd like to share the below details to ensure members are well informed. Your satisfaction is a top priority and we hope this information provides clarity and direction to meet your needs.

First, we want to ensure all members know how and who to contact for assistance:

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Trillium Member & Recipient Service Line: Have a service related question? Need assistance connecting with a provider? Call us at 1-877-685-2415. We're here 24 hours a day.
- 
Trillium Social Media: Follow us on [Facebook](#) and [Twitter](#) for daily doses of current events, informative articles, and inspiring stories.
- 
Trillium Text Messaging: Click [here](#) to sign up for text messaging alerts with Trillium. Receive interesting information, links to training videos, ways you can strengthen your mental and physical health, and more!
- 
In an emergency, you can call a Mobile Crisis Team.
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Mobile Crisis with Integrated Family Services: Experiencing a behavioral health crisis? Call 1-866-437-1821 and mobile crisis will come to you. Their crisis prevention team works 24/7, and covers all of Trillium's catchment area.
 - 
Mobile Crisis with RHA: Experiencing a crisis in Onslow, Carteret, Craven, Jones, Pamlico, Pender, Brunswick, or New Hanover County? Call 1-844-709-4097 for crisis support 24/7/365 in any of these counties listed.
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In an emergency, you can go to a Crisis Center. Check out [Trillium's Crisis Services](#) page for emergency/crisis services available in our area.
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Crisis Chat: In a crisis? Chat with us! We're here to help, 24/7. If you live in Trillium's catchment area and are experiencing depression, thoughts of despair, going through a difficult time, thinking about suicide, or just need to talk to someone, please click [here](#) to link with an Integrated Family Services chat specialist.
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Medical Emergency: If you're experiencing a medical emergency or a life threatening situation, call 911.

Second, we want to ensure all members know how to access and navigate our free tools and resources:

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My Learning Campus: Did you know that Trillium offers nearly 125 recorded modules on a wide range of topics? And access is *completely free* for member use. Click [here](#) to create your free account.

🌱 **Self-Management tools:** Looking to be well-informed about your diagnoses and conditions? Wanting to take a more active role in your behavioral health care? Find empowerment through this [link](#). Remember, you are your own best advocate!

Lastly, we want to remind all members of Trillium's vision, which is *"For every community and individual we serve to reach their fullest potential."* To help achieve this, it's important for us to focus on metrics known as social determinants of health (SDoH). Check out this [link](#) for a SDoH visual. Research tells us that SDoH have a major impact on a person's health, well-being, and quality of life. Feedback from the ECHO survey suggested that family or friends (commonly referred to as 'natural supports') were often not included in member treatment. We want to take the time to recognize natural supports as a vital component of SDoH, and to honor the important role they have towards ongoing and continued stability for members.

As always, members may contact our Call Center 24 hours a day through our **Member and Recipient Service 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.