



MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #39

To: All Trillium Members/Recipients and Stakeholders

From: Cindy Ehlers, Executive Vice President

Date: January 5, 2024

Subject: Tailored Plan Delay, Text and Email Sign-up, Consolidation of Trillium, Eastpointe, and Sandhills Center, Medicaid Expansion, Equity in Healthcare Training, Low Income Energy Assistance Program, Re-entry Simulation on January 30, Appendix K Flexibilities for NC Innovations Waiver

TAILORED PLAN DELAY

The Department of Health and Human Services is delaying implementation of the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans. Tailored Plan launch was scheduled for Oct. 1, 2023, but will now go forward at a date still to be determined.

Beneficiaries who will be covered by the Tailored Plans will continue to receive behavioral health, I/DD, TBI and physical health care as they do today. Please view the [NCDHHS release here](#). Trillium will share more information as it becomes available.

Please follow us on [Facebook](#), and sign up to receive [text messages](#).

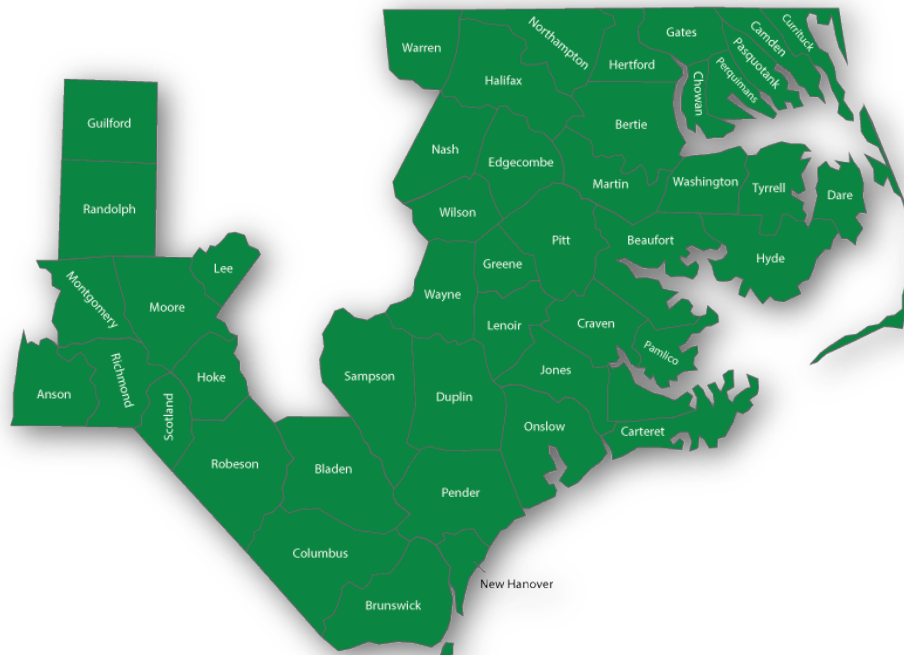
If you were forwarded this email and have not signed up to receive them, you can do it by clicking on the link below.

[SUBSCRIBE HERE](#)

TEXT AND EMAIL SIGN UP

As we get ready for the Trillium Tailored Plan launch, we are asking all interested members, recipients, and guardians/caregivers to choose to get emails and text messages. You can stop getting emails at any time by following the instructions at the bottom of each email and clicking "Unsubscribe." Please [click here](#) to sign up to get text messages if you would like to get occasional messages to help improve your health. As with emails, you can stop getting text messages at any time by responding with "STOPALL."

CONSOLIDATION OF TRILLIUM, EASTPOINTE, AND SANDHILLS CENTER



Last month, NC Department of Health and Human Services (NCDHHS) Secretary Kody Kinsley approved the consolidation agreement between Trillium Health Resources and Eastpointe Human Services. Trillium will serve 46 counties starting on February 1, 2024.

Our primary purpose is making sure our members have the highest quality care, delivered in the right amount at the right time. We will protect care continuity by honoring all provider contracts (for those in good standing and serving members in affected counties). It is important that members remain with their current provider or care manager.

NCDHHS will send notices to all transitioning members in early 2024, and members will receive welcome packets from Trillium after that time. Please [visit our website](#) in the weeks to come where we will soon start sharing more information about this transition.

MEMBER OFFICE HOURS

Member office hours will start on Monday, January 8 and will be held each Monday until February 16. Join us each Monday, 4-4:30 p.m., for a virtual session to hear about your communities, introduce our staff, and answer your questions.

Registration is not required; you can click the button on the consolidation page above or [here to access the virtual session each Monday at 4 p.m.](#)

Welcome to Trillium.

Trillium
HEALTH RESOURCES
Transforming Lives. Building Community Well-Being.

Join us each Monday, 4 – 4:30 p.m., for a virtual session to hear about your communities, introduce our staff, and answer your questions.

Members' and Families Virtual Office Hours bit.ly/3RxVJ6S | Member & Recipient Services 1-877-685-2415

Visit TrilliumHealthResources.org/consolidation for more information.

MEDICAID EXPANSION

Beginning Dec. 1, 2023, more people can get health coverage through Medicaid. Medicaid will cover people ages 19 through 64 years with higher incomes. North Carolinians may be able to get health care insurance through Medicaid even if they didn't qualify before.

Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health services and more – at little or no cost to beneficiaries.

Most people will be able to get health care coverage through Medicaid if they meet the criteria below. And if you were eligible before, you still are. Nothing changes for you. To learn more, go to medicaid.ncdhhs.gov.

NC Medicaid coverage helps you get the health care you need.

Health services NC Medicaid covers include:

- regular check-ups
- hospital visits
- behavioral health
- vision and hearing
- devices and therapies
- health visits when you're sick
- care during and after pregnancy
- benefits to help pay for prescriptions

Apply now at epass.nc.gov.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

- 🌱 Live in North Carolina
- 🌱 Be ages 19-64
- 🌱 Be a citizen. Some non-US citizens can get health care coverage through Medicaid.

To learn more, go to medicaid.ncdhhs.gov.

- 🌱 Have a household income that is below 138% of the federal poverty level. That's about \$20,000 for a single adult or about \$34,000 for a family of three.

People can apply for Medicaid online at epass.nc.gov. They can also submit a paper application or apply in person at their local Department of Social Services (DSS). Applications may take up to 45 days to process. Incomplete applications may take longer. To help the process go faster, people can:

- 🌱 **Apply online at ePASS and provide all the information requested.** If the application is incomplete, it may take longer to process. DSS will need to follow up with the applicant.

Keep contact information up to date in ePASS, to receive all important information about Medicaid benefits. Sign up for an enhanced ePASS account to keep their information updated without having to contact the local DSS office.

To learn more, visit Medicaid.ncdhhs.gov.

EQUITY IN HEALTHCARE

Did you know December 3 was the International Day of Persons with Disabilities? This day is about promoting the rights and well-being of persons with disabilities at every level of society and development. Please visit the training below for more information as we help raise awareness.

NEW We now offer courses in Spanish and link to trainings from the North Carolina Department of Health and Human Services.

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time vendor payment to help eligible households pay their heating bills.

Households including a person aged 60 or older or disabled persons receiving services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from



International Day of Persons with Disabilities

According to the World Health Organization, International Day of Persons with Disabilities was first recognized by the United Nations and is celebrated every year on December 3rd. This day is about promoting the rights and well-being of persons with disabilities at every level of society and development. And to raise awareness of the situation of persons with disabilities in all aspects of political, social, economic, and cultural life.

To honor this day, the Training Department recommends the following training:

Member Training: "Equity in Healthcare" [CLICK HERE](#)

Trillium
HEALTH RESOURCES

Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted.

Please [click here for more information](#).

RE-ENTRY SIMULATION ON JANUARY 30

In this Re-entry Simulation, you will learn about the many barriers individuals go through when they are released from jail.

[Free and open to the public! Register by clicking here.](#)

Tuesday, January 30, 2024

8:30 a.m.–12:30 p.m.

Elizabeth City State University

K.E. White Graduate Center

1704 Weeksville Rd., Elizabeth City, NC 27909



Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.

APPENDIX K FLEXIBILITIES FOR NC INNOVATIONS WAIVER

On Nov. 22, 2023, The Centers for Medicare, and Medicaid Services (CMS) approved North Carolina Medicaid to continue certain Appendix K flexibilities in the 1915 (c) Innovations Waiver and TBI (Traumatic Brain Injury) Waiver amendment, effective March 1, 2024.

CMS allows States to use Appendix K during emergency situations. During the public health emergency, it was used to support waiver members to remain safe in their communities during the public health emergency. Some of the Appendix K flexibilities will end Feb. 29, 2024. NC Medicaid will work with the LME-MCO's to support members in transitioning from the Appendix K flexibilities that will be discontinued in the Innovations and TBI Waiver amendments by March 1, 2024.

WHAT DOES THIS MEAN FOR INNOVATIONS WAIVER MEMBERS?

Innovations Waiver members will be able to continue using the Appendix K flexibilities until Feb. 29, 2024. On March 1, 2024, Innovations Waiver members will be able to use the following approved flexibilities, which will be considered ongoing and included in the approved amendment:

- 🌱 Home delivered meals (up to seven meals per week/one per day).
- 🌱 Access to real time, two-way interactive audio, and video telehealth for Community Living Support including:

- ▶ Day Support
 - ▶ Supported Employment
 - ▶ Supported Living and Community Networking to be delivered via telehealth.
- 🌱 Allow members to receive services in alternative locations: hotel, shelter, church or alternative facility-based settings under specific circumstances.
 - 🌱 Remove the requirement for members to attend the day supports provider once per week.
 - 🌱 Increase the Innovations waiver cap from \$135,000 to \$184,000 per waiver year.
 - ▶ This is a change from the initial requested increase of \$157,000 and takes into account the Innovations Direct Care Worker increase.
 - 🌱 Allow parents of minor children receiving Community Living and Support to provide this service to their child who has been indicated as having extraordinary support needs up to 40 hours/week.
 - 🌱 Allow Supported Living to be provided by relatives.
 - 🌱 Allow relatives as providers for adult waiver members to provide above 56 hours/week, not exceeding 84 hours/week of Community Living and Supports.
 - 🌱 Community Navigator service will be available only to members who self-direct one or more of their services through the agency with choice or employer of record model.
 - 🌱 Added 350 Legislated Innovations Waiver slots. Waiver slots were not part of the Appendix K flexibilities but were added to align with legislative requirements.

For more information, [please click here and read in the Updates section.](#)

As always, members may contact Trillium through our **Member and Recipient Services 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.