

To: All Trillium Members/Recipients and Stakeholders

From: Cindy Ehlers, Executive Vice President

Date: March 13, 2025

Subject: Tailored Plan Launch, Trillium Website Redesign, Consolidation of Trillium, Eastpointe, and Sandhills Center, New Peer Warmline, Community Partner Engagement Plan, Low Income Energy Assistance Program, Appendix K Flexibilities for NC Innovations Waiver

TAILORED PLAN LAUNCH

The Department of Health and Human Services announced the new launch date for the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans. The Trillium Tailored Plan launch will take place on July 1, 2024.

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 our website](#) for more information.

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](#)

Tailored Plans - Information for Members

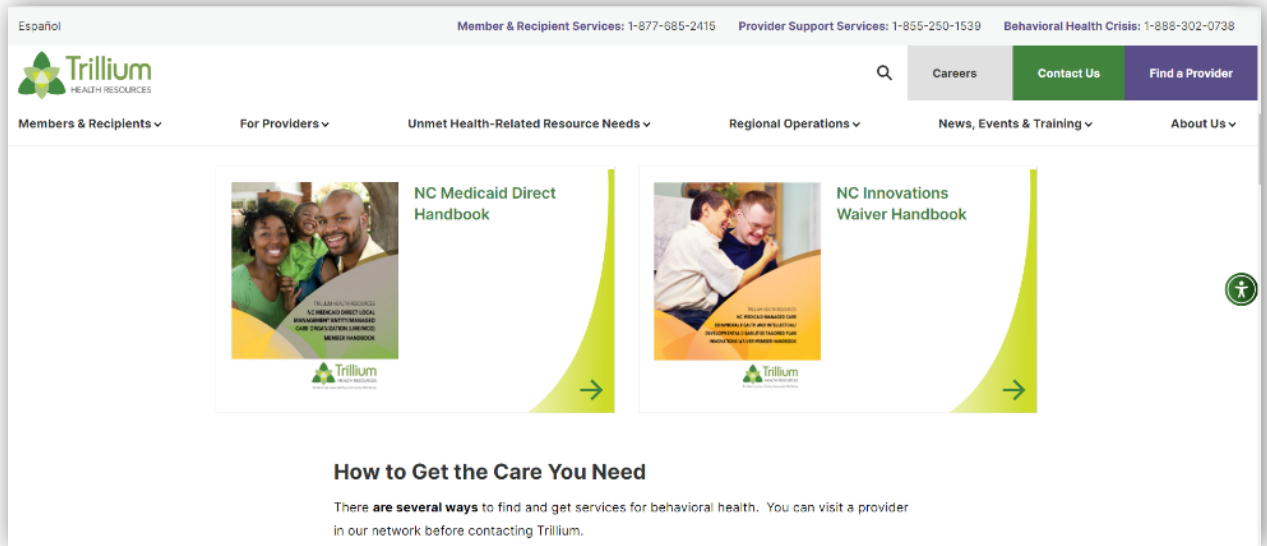
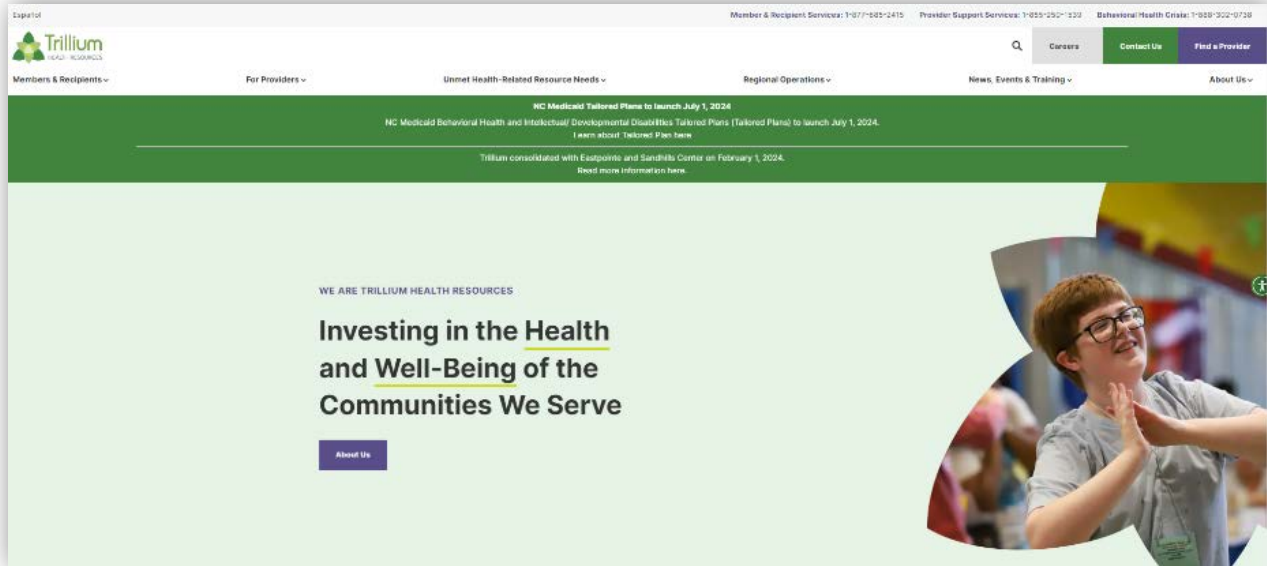
Tailored Plans are made to serve you.

Tailored Plans are specifically designed to serve the complex needs of individuals with significant behavioral health disorders, intellectual and developmental disabilities, and traumatic brain injury — populations Trillium and all other LME/MCOs have long served. The Tailored Plans will also serve uninsured individuals currently receiving state-funded services, regardless of their diagnosis.

Some members will remain in Medicaid Direct; please follow any instructions in the letters you will get later this year.

TRILLIUM WEBSITE REDESIGN

Have you visited our website lately? If not, [pay us a visit by clicking here!](#) We have recently redesigned our pages to make it easier to find what you are looking for. Take a look around and let us know what you think by completing the short survey that pops up when you visit the homepage.

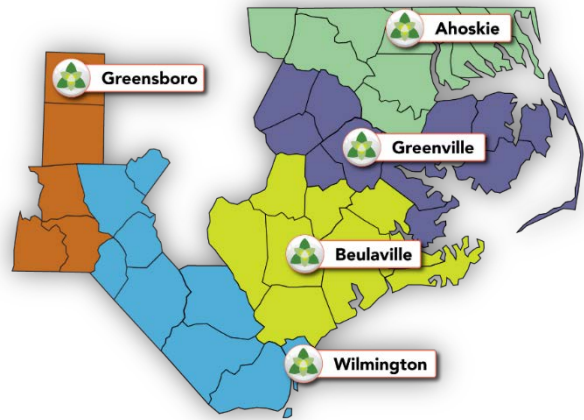


CONSOLIDATION OF TRILLIUM, EASTPOINTE, AND SANDHILLS CENTER

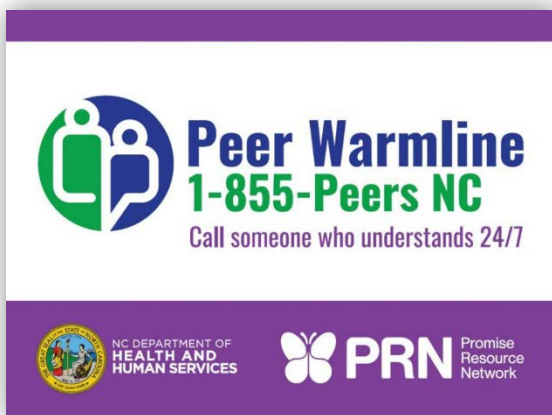
Trillium now serves 46 counties as of February 1, 2024.

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.

All members in the 18 new counties received welcome packets from Trillium in January. Please [visit our website](#) if you have additional questions about this transition.



NEW PEER WARMLINE



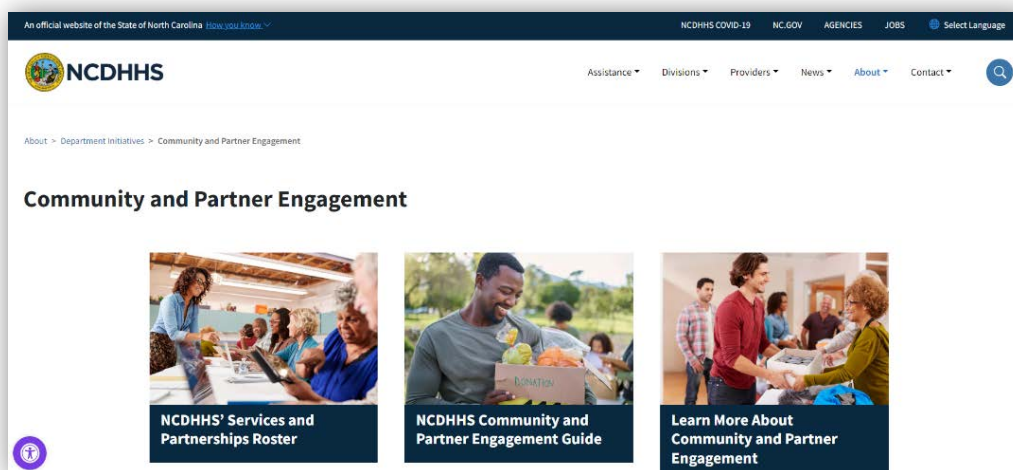
The North Carolina Department of Health and Human Services launched a new Statewide Peer Warmline on Feb. 20, 2024. The new Peer Warmline will work with the North Carolina [988 Suicide and Crisis Lifeline](#) by giving callers the option to speak with a Peer Support Specialist. Peer Support Specialists (or “peers”) are people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experience.

Please [visit this webpage](#) for more information, and call 1-855-PEERS NC (1-855-733-7762) if you want to speak to a peer. North Carolina’s peer warmline is available 24 hours a day, 7 days a week.

COMMUNITY PARTNER ENGAGEMENT PLAN

NCDHHS is launching a Community Partner Engagement Plan to include the voices of North Carolina communities and families are at the center of the department’s work. This includes a new website and processes for engaging community partners, as well as groups with lived experience, to make policy change that best serves the people of the state.

The webpage, www.ncdhhs.gov/GetInvolved, lists the many groups, organizations and commissions that NCDHHS currently partners with. The department will continue to update the website and encourages community members to get involved with a current group or sign on to work with the divisions that focus on your area of interest.



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

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

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.