

Member and Stakeholder Communication Bulletin #50

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October 27, 2025

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MEMBER TECHNOLOGY

Trillium has innovative technology applications that members can use to reach their goals and their fullest potential. From smartphone apps to remote monitoring to tips and trainings, we believe technology can help enhance every day living.

Note: some apps and equipment may have eligibility requirements. Please visit our webpage [Technology for Members](#) to learn more.

- 🌱 [Attend Behavior](#): Trillium presents the Attend Behavior App as a new solution for children and families with Autism, ADHD and Intellectual Disabilities.
- 🌱 [Somethings](#): Somethings has partnered with the North Carolina Department of Health and Human Services (NCDHHS) to provide any teen across the state with free mental health services.
- 🌱 [Talkspace](#): NCDHHS partnered with Talkspace, a virtual therapy platform now available for free to justice-impacted teenagers between the ages of 13 and 17 in North Carolina

TULA

How TULA Works

TULA provides a path to independence with remote support and monitoring through two-way communication, delivered by a dedicated care team.



TULA Benefits:

-  Connection and Support
 -  Secure video calls and messaging with family, friends and providers
-  Health and Safety
 -  FDA-approved monitoring for vitals and door sensors for alerts
-  Daily Support
 -  Task reminders for medications, chores and daily routines
-  Engagement and Wellness
 -  Community resources, interactive games, workouts and nutrition guidance

Learn more from members who have used TULA on our YouTube channel:

 [Trillium Ultimate Living Assistant](#)



TRAININGS FOR HEALTH AND RESILIENCE

Our October blog features trainings on My Learning Campus, our free online platform, and Mental Health First Aid.

Every training offered through Trillium, whether online or in-person, creates an opportunity for individuals and communities to **grow stronger, more compassionate, and more prepared** to support ourselves and one another.

Learn more on [this month's blog on our website](#).



JOIN OUR CONSUMER AND FAMILY ADVISORY COMMITTEE!

The Consumer and Family Advisory Committee is an advisory group devoted to enhancing care for individuals we serve. Each member is either an individual with a serious behavioral health diagnosis (Mental Health, Substance Use (MH/SUD), Traumatic Brain Injury (TBI), or Intellectual/Developmental Disability (I/DD) or a family member of a person who does.

If you want to learn more, [follow them on Facebook](#) or [read the brochure](#).

Regional meetings are held each month; you can join in person or through an online link. Joining CFAC is an important way to have your voice be a part of decisions we are making!

Mission
The Consumer and Family Advisory Committee is an advisory group for our communities devoted to enhancing care for individuals with serious mental health, intellectual/developmental disabilities, traumatic brain injury and substance use disorders. Our mission is to ensure that the development and delivery of services and supports remain responsive to the well-being of the people served. CFAC is the representative voice for individuals and their families who utilize serious mental health, intellectual/developmental disability, traumatic brain injury, and substance use disorder services throughout each of our regions.

Contact Us
Trillium Health Resources
201 West First Street
Greenville, NC 27838
1-866-998-2597

If you are interested in becoming a CFAC member, please call Trillium at the number above and ask to speak with the CFAC representative. You may also send an email to info@TrilliumNC.org

Trillium Health Resources
Corporate Headquarters
201 West First St. Greenville, NC 27838
Member & Recipient Services
1-877-685-2415
Behavioral Health Crisis Line
1-888-382-0738
Nurse Line
1-877-685-2415
TrilliumHealthResources.org

Trillium Health Resources oversees serious behavioral health, traumatic brain injury, and intellectual/developmental disability services in North Carolina. Trillium helps individuals with Medicaid or state funding for their care through the Trillium Tailored Plan and NC Medicaid Direct. For those on the Trillium Tailored Plan, we cover physical health care and pharmacy services as well. Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can get free materials in large print and other auxiliary aids and services. Call 1-877-685-2415 (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call 1-877-685-2415 (TTY/TDD 711).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otros ayudas y servicios auxiliares. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su primer idioma, servicios de interpretación gratuitos están disponibles. Llame al 1-877-685-2415 (TTY/TDD 711).

中国人 (Chinese): 您可以获得免费的辅助工具和材料。包括大字体和其他辅助工具和服务。请拨打 1-877-685-2415 (TTY/TDD 711)。如果您不是英语母语者，我们提供免费翻译。请拨打 1-877-685-2415 (TTY/TDD 711)。我可以通过中文电话服务。您也可以使用免费的电话翻译服务。并自您使用的语言来回答您的问题。

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PEER WARMLINE

Peer Warmline
1-855-Peers NC
Call someone who understands 24/7

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

PRN Promise Resource Network

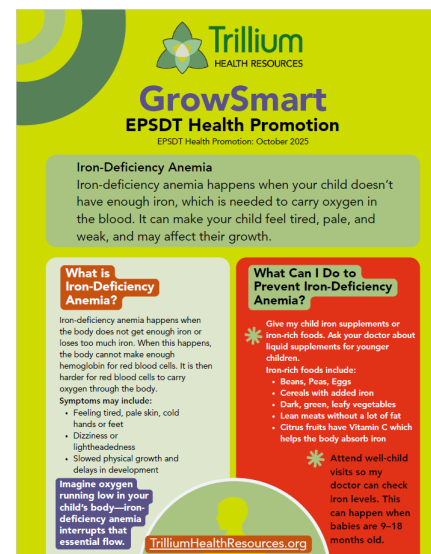
Did you know NCDHHS offers a Peer Warmline that is staffed by Peer Support Specialists who offer non-clinical support and resources to those in crisis? By calling 1-855-PEERSNC, you can talk to people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experience.

GROWSMART

Are you the parent or guardian of a child receiving services through Trillium? They may be eligible for Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services. These preventive health screenings can improve the overall health of children.

Each month our Tailored Care Managers share about these screenings and tools through our [GrowSmart program](#). In October, they are sharing about Iron-Deficiency Anemia and how you can talk to your child's doctor about necessary tests and screenings.

Learn more on our [EPSDT webpage](#).



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.

