



Member and Stakeholder Communication Bulletin #60

TABLE OF CONTENTS

New Address for Trillium	1
New Simulation: Physical and Behavioral Health Simulation.....	1
Victory Junction: Applications open!	2
Blog: Have You Used our Provider Directory?	2
GrowSmart: Vaccines and Yearly Checkups.....	3
Medicaid Changes Coming	3
Perception of Care Surveys.....	4

August 28, 2026

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NEW ADDRESS FOR TRILLIUM

Trillium now has a new address for all incoming mail. Please use the address below for any communications that must be mailed to Trillium:

Trillium Health Resources
PO Box 12797,
Durham, NC 27709

NEW SIMULATION: PHYSICAL AND BEHAVIORAL HEALTH SIMULATION

In this simulation, you will step into an assigned persona and navigate the health care system the way someone with a severe anxiety disorder, mobility challenge, or substance use disorder might. It's a first-hand look at how compassion and understanding can help providers, non-profits, schools, and more show up better for their communities.

-  Randolph County Agricultural Center, Asheboro NC
-  Friday, October 2, 2026, 9 a.m.–2:30 p.m.
-  Free, with light bites and beverages
-  ASL interpretation available for those who register by 9/11/26



Everyone deserves the chance to have accessible, reliable health care and we're proud to offer this training in partnership with J&E Support Group.

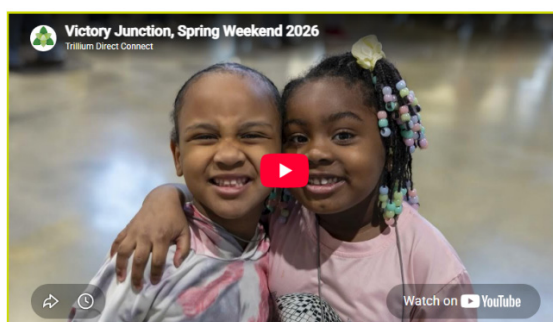
[Register today; limited spots available](#)

VICTORY JUNCTION: APPLICATIONS OPEN!

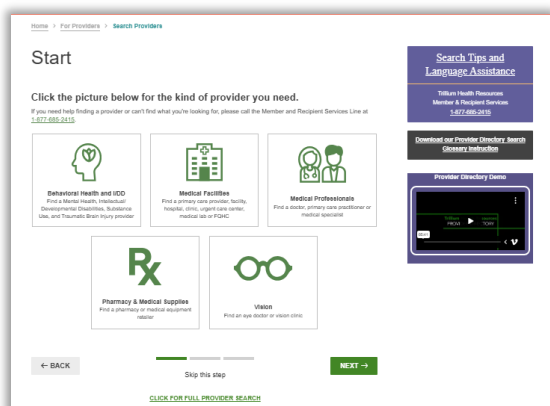
Do you want to keep the summer fun going into the fall? Trillium has partnered with Victory Junction to offer family weekends for Trillium members. Victory Junction is an inclusive camp on 84 acres in Randleman, N.C. This camp provides life-changing camping activities that are exciting, fun, and empowering. Victory Junction and Trillium offer these weekends at no cost to campers or their families.

Victory Junction provides a chance for families to bond together. Members build self-confidence in their abilities while having fun. All activities are suitable to people of all ages with different needs and diagnoses. Victory Junction has a medical center, food service for special diet needs, and cabins that sleep up to eight people.

Fall dates have been posted and applications are open! [Visit our webpage](#) for more information.



BLOG: HAVE YOU USED OUR PROVIDER DIRECTORY?



Sometimes finding a provider is not easy. For many people who get Medicaid and State-funded services, it can feel confusing and stressful. You may not know where to start, which providers are near you, or who is taking new patients.

Trillium is here to help. Our online [Provider Directory](#) makes it easier for state-funded recipients and Medicaid members to find the network providers who can support your overall well-being. You can use the directory to search for doctors, specialists, behavioral health providers, and other healthcare services—all in one place.

Our latest blog post provides helpful tips on looking for the right provider to serve you.

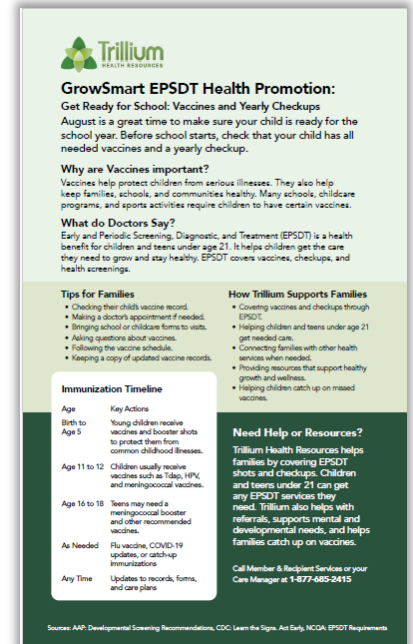
Learn more in [our recent blog post](#).

GROWSMART: VACCINES AND YEARLY CHECKUPS

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 August, they are sharing about vaccines and back-to-school checkups. This month is a great time to make sure your child is ready for the school year. Before school starts, check that your child has all needed vaccines and a yearly checkup.

Learn more on our [EPSDT webpage](#)



MEDICAID CHANGES COMING

Some Medicaid members may have recently received a letter from NC Medicaid about new rules for most adults ages 19 through 64 (also called Medicaid expansion). Some adults in this group will need to report that they work, go to school or take part in volunteer activities to keep their full Medicaid benefits. Medicaid will also check eligibility more often for these adults.

Starting January 1, 2027, adults ages 19 through 64 enrolled under Medicaid expansion must renew their Medicaid every six months instead of once a year. NOTE: This does not apply to American Indians or Alaska Natives.

Adults ages 19 through 64 who enrolled during Medicaid expansion must complete 80 hours of work, school or volunteer for three of the six months during their certification period, unless they have an exemption.

To keep full Medicaid benefits, most adults ages 19 through 64 must have an exemption or complete work, school, or volunteer activities.

If you have questions

Check the letter from NC Medicaid about contacting your local DSS office. They can answer questions about the renewal process, required paperwork, and what kind of activities may count for volunteer or work.

You can also Visit NC Medicaid's webpage about these changes at medicaid.ncdhhs.gov/HR1.

PERCEPTION OF CARE SURVEYS

Attention Trillium Tailored Plan Members:

Trillium will be working with our providers to help the North Carolina Department of Health and Human Services complete the annual Perceptions of Care surveys. Available for youth, adults, and children, the surveys will give important information on how we can improve care and services in North Carolina. Your provider may ask questions about your experience with mental health or substance use services. You can complete the survey online, on paper, or over the phone. Your answers are confidential and your name will not be linked to your answers.

Surveys and Populations:

English and Spanish language surveys are available for each group below:

- Adult Survey—ages 18 years and older
- Youth Survey—ages 12 through 17 years
- Child Family Survey—parents, family members, and guardians of clients ages 11 years and younger

Deadline: Surveys will be offered August 10 through September 18, 2026.

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.

