



Member and Stakeholder Communication Bulletin #61

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September 24, 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

WHAT ARE VALUE-ADDED SERVICES?



Our Trillium Advantage program offers programs and assistance that Medicaid does not cover. These are also known as "value-added services." Trillium Advantage is targeted to Tailored Plan members who experience challenges related to social determinants of health such as transportation or food. Improving access to resources like these can help improve overall health outcomes.

Trillium mails reloadable cards to members who meet the eligibility requirements for the service and do not have any other funding source available to meet the need for the program.

Value-added services are subject to funding availability. Members with NC Medicaid Direct and State-funded Recipients are not eligible for Value-Added Services.

[Learn more about Trillium Advantage!](#)

NC MEDICAID IS CHANGING - WHAT YOU CAN DO NOW

A new federal rule starts on January 1, 2027. Most adults ages 19-64 without a disability will need to work, go to school or volunteer for 80 hours each month to keep Medicaid, or earn at least \$580 per household each month. This is called the work and community engagement rule.

Some people will not have to meet the new work and community engagement rule. For example, you may not have to meet the new rule if you:

- Are a parent, guardian, caretaker relative or family caregiver for a child under age 14 or a person with a disability
- Have been determined by NC Medicaid as having a disability yourself
- Are pregnant or were pregnant in the last 12 months

There are many exceptions. If you are not sure, contact your local Department of Social Services (DSS). Find out whether the new rule applies to you at medicaid.nc.gov/changes.

BLOG: NATIONAL CHILDHOOD OBESITY MONTH

As a parent or caregiver, you want your child to be healthy, happy, and ready to enjoy all that life has to offer. Trillium Health Resources wants that, too. We encourage you to build healthy habits early to help support your child's physical and mental well-being.

About 20 percent of children in the United States have obesity, according to the [U.S. Centers for Disease Control and Prevention \(CDC\)](#). This affects about 14.7 million children and youth, ages 2 through 19. Children with obesity are at a higher risk for [Type 2 diabetes](#), [asthma](#), [sleep apnea](#), [bone and joint problems](#), and [heart disease](#). They are also more likely to experience [bullying](#), [depression](#), and [other mental health challenges](#).

September is National Childhood Obesity Month. It is a time to learn more about childhood obesity and the ways families can support healthy growth.

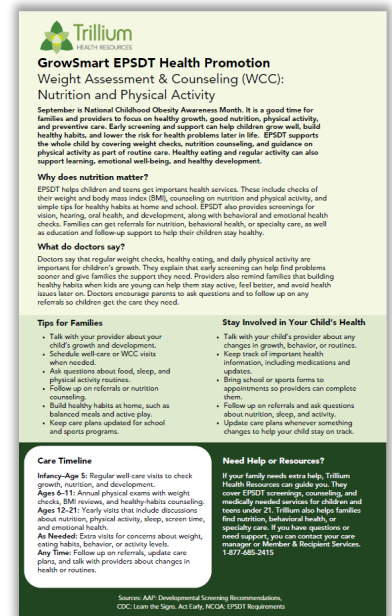
[Learn more in our recent blog post.](#)

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. September is National Childhood Obesity Awareness Month. It is a good time for families and providers to focus on healthy growth, good nutrition, physical activity, and preventive care. Early screening and support can help children grow well, build healthy habits, and lower the risk for health problems later in life.

Learn more on our [EPSDT webpage](#)



BUILDING CONNECTIONS



Discover the Power of Community with Connections App. Join us in embracing the journey to recovery with the Connections app, now available through Trillium. This app provides you with 24/7 access to a supportive community of peers who understand what you're going through. Engage in online group meetings, access coping tools, and celebrate milestones together. Plus, with Peer Support Specialists available round the clock, you'll never have to face challenges alone. Take control of your recovery journey today and experience the strength of connection.

Learn more about Connections and other technology for members at trilliumhealthresources.org/technology-members

MONTHLY AWARENESS RECOGNITION

This September is Suicide Prevention Month. Take the steps now to help recognize when someone you love may be at risk of suicide. The Question Persuade Refer training stands for Question, Persuade, and Refer, the 3 simple steps anyone can learn to help save a life from suicide.

QPR is a one-hour course in which individuals learn to recognize the warning signs of suicide, know how to offer hope, and know how to get help and save a life, and receive certification as a QPR Gatekeeper. Similar to CPR, QPR is designed to stabilize the person until they can receive professional help. Anyone can become a QPR Gatekeeper.

TRILLIUM QPR TRAININGS:

Virtual at 12 p.m. except where noted. Visit the links below to register:

- [September 30](#)
- [October 26](#)
- [November 19](#)
- [December 9](#)* 9-11 a.m. in person at 938 New Century Rd Asheboro, NC 27205

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.

