Member and Stakeholder Communication Bulletin #62

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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 TRILLIUM TALKS PODCAST!

Trillium is excited to relaunch our Trillium Talks podcast! These episodes share about member stories, helpful hints, and Trillium events like Trillium's Supporting Children Early simulation. These events put participants in the role of a family working to get early support for a child with a disability. Moving between mock stations that represent community services and resources, they experience firsthand the time, money and planning it takes to reach the help a child needs.



April took part with a unique vantage point. She's executive director of RADD, a Kinston-based organization that supports people with intellectual and developmental disabilities. She's also a parent who has navigated early support for her own children. We walked alongside April throughout the simulation, learning how moments of frustration, stress and success made an impact. This experience helped shift her perspective, and adjusted what she believes it takes to truly understand what families experience.

Listen to hear how!

NC MEDICAID IS CHANGING - WHAT YOU CAN DO NOW

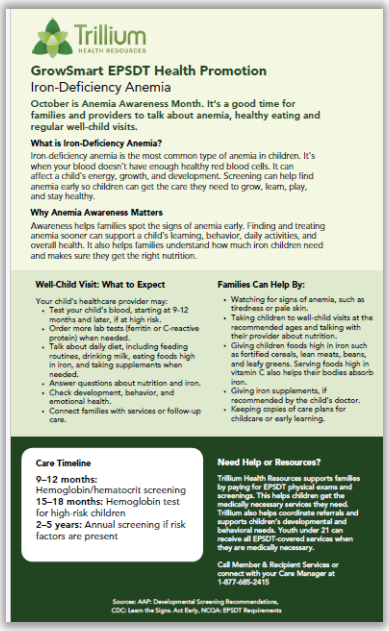
A new federal rule starts on January 1, 2027. Most adults ages 19-64 without a disability will need to work, go to school or volunteer for 80 hours each month to keep Medicaid, or earn at least $580 per household each month. This is called the work and community engagement rule.

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**.

GROWSMART: IRON-DEFICIENCY ANEMIA


Trillium HEALTH RESOURCES

GrowSmart EPSDT Health Promotion

Iron-Deficiency Anemia

October is Anemia Awareness Month. It's a good time for families and providers to talk about anemia, healthy eating and regular well-child visits.

What is Iron-Deficiency Anemia?

Iron-deficiency anemia is the most common type of anemia in children. It's when your blood doesn't have enough healthy red blood cells. It can affect a child's energy, growth, and development. Screening can help find anemia early so children can get the care they need to grow, learn, play, and stay healthy.

Why Anemia Awareness Matters

Awareness helps families spot the signs of anemia early. Finding and treating anemia sooner can support a child's learning, behavior, daily activities, and overall health. It also helps families understand how much iron children need and makes sure they get the right nutrition.

Well-Child Visit: What to Expect

Your child's healthcare provider may:
- Test your child's blood, starting at 9-12 months and later, if at high risk.
- Order more lab tests (ferritin or C-reactive protein) when needed.
- Talk about daily diet, including feeding routines, drinking milk, eating foods high in iron, and taking supplements when needed.
- Answer questions about nutrition and iron.
- Check development, behavior, and emotional health.
- Connect families with services or follow-up care.

Families Can Help By:
- Watching for signs of anemia, such as tiredness or pale skin.
- Taking children to well-child visits at the recommended ages and talking with their provider about nutrition.
- Giving children foods high in iron such as fortified cereals, lean meats, beans, and leafy greens. Serving foods high in vitamin C also helps their bodies absorb iron.
- Giving iron supplements, if recommended by the child's doctor.
- Keeping copies of care plans for childcare or early learning.

Care Timeline

9–12 months: Hemoglobin/hematocrit screening
15–18 months: Hemoglobin test for high-risk children
2–5 years: Annual screening if risk factors are present

Need Help or Resources?

Trillium Health Resources supports families by paying for EPSDT physical exams and screenings. This helps children get the medically necessary services they need. Trillium also helps coordinate referrals and supports children's developmental and behavioral needs. Youth under 21 can receive all EPSDT-covered services when they are medically necessary.

Call Member & Recipient Services or connect with your Care Manager at 1-877-685-2419

Sources: AAP: Developmental Screening Recommendations, CDC: Learn the Signs. Act Early, NCQA: EPSDT Requirements

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 talking about Iron-Deficiency Anemia, when you blood doesn't have enough healthy red blood cells. It is a good time for families and providers to focus on healthy growth, good nutrition, and preventive care. Awareness helps families spot the signs of anemia early. Finding and treating anemia sooner can support a child's learning, behavior, daily activities, and overall health.

Learn more on our EPSDT webpage

NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH



Employment means earning your own money, making your own choices, and being part of a team. This National Disability Employment Awareness Month, we're celebrating members across our region who are building that independence one skill at a time. Like Jacob, who practiced customer service on a food truck run by Easterseals PORT Health before landing a job at KFC. And Billie, who built his skills at Wake Tech and now works at Target, where he's already earned two merit raises. A job is more than a paycheck. It's confidence, purpose, pride. See more member stories at the One Community Together webpage.

NEW PROVIDER ACCESS RULES FOR MEMBER RECORDS

Overview

The CMS Interoperability and Prior Authorization Final Rule (CMS 0057 F) says that Trillium must share member information with any provider who is treating a Trillium member. Trillium works with a company called 1upHealth to share this information. You may hear this called a "provider access API."

1upHealth gives providers information like claims, clinical records, encounter details, and prior authorization data. It does not include remittance or cost sharing information.

Treatment Relationship

Trillium and 1upHealth work together to figure out which Trillium members each provider has treated. They look at paid claims from the past year. They include all billing providers and do not use any extra rules to remove or filter out providers.

Member Benefits

- As a Trillium member using 1upHealth, you could potentially receive the following benefits:
- More complete information for better care: Your doctors can see more of your health information, which helps them give you better care and avoid repeating tests.
- Less work for you: You won't have to remember every detail of your medical history or repeat information you already shared.
- Better health outcomes: Studies show that individuals stay healthier when health care providers have a full health record.
- Supports modern health care: It helps doctors focus on quality care and good results instead of extra visits.
- Possible cost savings: It helps doctors focus on quality care and good results instead of extra visits.

Member Opt Out Rights

As a member, you are automatically opted into the Provider Access API. You do not have to do anything to take part in the sharing of data with your providers. However, if you decide you no longer want your information shared, Trillium must explain to you how to opt out at any time. Starting on November 16, 2026, you can click on the Opt-Out Link at any time to no longer share your data with your provider. Providers can start seeing this information on **December 14, 2026**, so be sure to opt out before then if you choose.

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.