

1. What if I have questions about my NC Innovation Services?

You can always reach your Care Coordinator by calling the Trillium Call Center at 1.877.685.2415 and requesting to speak with your Care Coordinator.

2. How can I reach my Care Coordinator?

You can always reach your Care Coordinator by calling the Call Center at 1.877.685.2415 and requesting to speak with your Care Coordinator.

3. How does the Care Coordinator assist with the development of my Individual Support Plan (ISP)?

- 🌱 Your Care Coordinator will contact you and/or your legally responsible person in advance of your birth month to begin the process related to your new ISP.
- 🌱 Trillium uses a telephonic and face-to-face Care Coordination model to facilitate any conversations before your planning meeting as well as for the ISP meeting. This means you can choose to have your meeting face to face or by telephone.
- 🌱 Your Care Coordinator will send copies of ISP related paperwork that will be reviewed during your ISP meeting in advance so you have time to review the information.
- 🌱 Your Care Coordinator assists the individual in facilitating their ISP meeting and once all the input from team members is collected, develops the ISP and other supporting documentation.
- 🌱 Your Care Coordinator will obtain signature(s) on the completed ISP and submit to the Trillium Utilization Management department for review and approval.

4. Why does Trillium require assessment for individuals who have received services from providers who know the person well?

- 🌱 Assessments are helpful in demonstrating the medical necessity for services that are requested in an ISP.
- 🌱 Information gathered through different types of assessments (i.e. Speech, OT, PT, and Psychological) helps to assure that the services, interventions, and strategies are appropriate for the person.
- 🌱 It is important to have updated assessment(s) that reflects the individuals current support needs.

5. What are the Monitoring Methods?

- 🌱 Face-to-face contact with you and members of the Individual Support Plan team.
- 🌱 Telephone contact with you and members of the Individual Support Plan team.

6. What Does the Care Coordinator Monitor?

- 🌱 That services are provided as outlined in your Individual Support Plan
- 🌱 That you have access to services
- 🌱 That any problems that may arise are identified and resolved
- 🌱 That services meet your needs
- 🌱 That back-up staffing plans are implemented
- 🌱 That you are healthy and safe
- 🌱 That you are offered a free choice of network providers
- 🌱 That your non-waiver service needs have been addressed

7. Can I change providers?

- 🌱 Yes, you have the right to have choice of provider, and may change providers at any time. Visit our Network Provider Directory.

If at any time, you would like to discuss making changes to your Individual Support Plan, please contact your assigned Care Coordinator at 1-877-685-2415