

To: All Providers

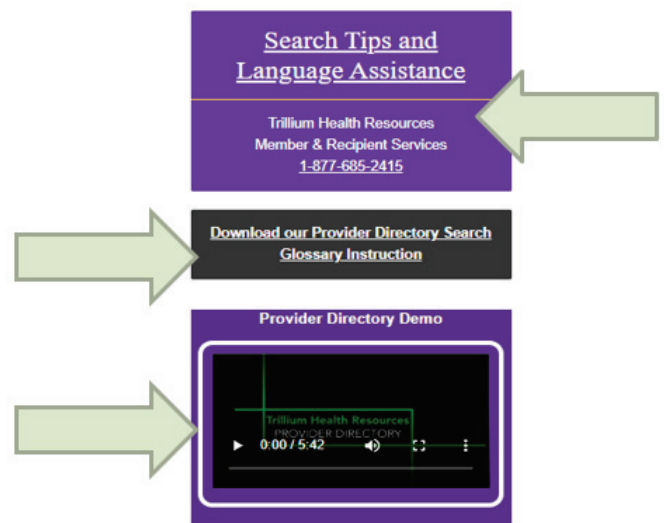
From: Khristine Brewington, MS, LCMHCS, LCAS, CCS, CCJP
VP of Network Management

Date: July 14, 2023

Subject: Provider Directory Helpful Information, Re-Entry Simulation Event, Youth and Adult Mental Health First Aid Training, A New Benefit Plan is Now Posted, PLEASE COMPLETE-Needs Assessment Survey for IDD Residential Providers, Victory Junction Events in the Fall, Behavioral Health Screening Programs Offered to Trillium’s Network Providers, Trauma and Resilience Training, Check-write Fiscal Year, Community Inclusion Trainings, Long Term Services and Supports, Open Enrollment: Residential Therapeutic Care for Transgender/Gender Diverse Youth, Claims Updates: Ordering, Prescribing, Referring...and National Drug Code, Public Comment Period Open- State Funded Service Definitions (CLS, Day Supports, Residential Supports for IDD, Supported Employment, Supported Living Periodic for IDD/TBI), Quest Analytics BetterDoctor Provider Outreach, Posted For 30 Day Public Comment: § 1915 (c) NC Innovation Waiver, Clinical Coverage Policies Posted for Public Comment, FALL APPLICATION OPEN! Virtual Coach: HealthMatters Program, Current Behavioral Health Needs, Parents as Collaborative Leaders (PACL) Training, Disaster Planning, Need to Report Fraud, Waste, and Abuse?

PROVIDER DIRECTORY HELPFUL INFORMATION

On the Start Page of the Trillium Provider Directory, a new feature we just added to make searching the directory easier, is a video tutorial that demonstrates how to navigate through the directory. Also, available in that same location is a Helpful Search Tips Sheet and Glossary for the directory.



RE-ENTRY SIMULATION EVENT

This event provides a hands-on experience of the very real life barriers facing those individuals released from incarceration, to include those with serious substance use, mental illness and intellectual/developmental disabilities.

Through assigned profiles, participants are tasked with adjusting to the world out-side of the prison gates, securing employment, consistently attending treatment, maintaining stable housing, and complying with conditions of their release.

Your participation will help to facilitate access to services and resources that are of-ten challenging and difficult to navigate.

 [More information and registration](#)

YOUTH AND ADULT MENTAL HEALTH FIRST AID TRAINING

Youth Mental Health First Aid teaches you how to identify, understand and respond to signs of mental health and substance use challenges among adolescents ages 12-18. You'll build skills and confidence you need to reach out and provide initial support to young people who are struggling. You'll also learn how to help connect them to appropriate support.

 [Youth Mental Health First Aid Training](#)

Adult Mental Health First Aid Training teaches you how to identify, understand and respond to signs of mental health and substance use challenges among adults. You'll build skills and confidence you need to reach out and provide initial support to young people who are struggling. You'll also learn how to help connect them to appropriate support.

 [Adult Mental Health First Aid Training](#)

A NEW BENEFIT PLAN IS NOW POSTED

Trillium has posted a [New MH/SU Benefit Plan](#) on the Trillium website at www.trilliumhealthresources.org under For Provider.

PLEASE COMPLETE- NEEDS ASSESSMENT SURVEY FOR IDD RESIDENTIAL PROVIDERS

In response to feedback received from the Division of State Operated Healthcare Facilities first needs assessment survey, completed in 2021, they are working to develop a training series to enhance the clinical capacity of I/DD residential providers.

In order to ensure the training series meets the needs of our provider community, they are looking for your help to respond to this survey. We'd love to gather as many responses as we can.

 [Needs Assessment Survey](#)

Thank you in advance for your input into the development of this training series!

VICTORY JUNCTION EVENTS IN THE FALL

Get ready—the newest session for Trillium [Family Weekend at Victory Junction](#) is here! We hope our members and families will all take advantage of the inclusive environment and diverse amenities that camp has to offer and join us on a family retreat this Fall in Randleman, NC.

Come experience the magic of camp with us! Spots are limited! Sign the [FALL 2023 Interest Form](#) OR [check the Flier](#) for more information

FALL DATES

September 15 - 17, 2023 | Application Deadline: September 6, 2023

October 6 – 8, 2023 | Application Deadline: September 27, 2023

October 27 - 29, 2023 | Application Deadline: October 18, 202

COVID-19 Statement: *Victory Junction highly recommends proof of a COVID-19 vaccination for each person attending in your party who are ages 5 and up who will be on-site during Trillium Family Fall Family Weekends, but ultimately the COVID-19 vaccination is optional. Self-pre-testing & reporting will be required for all (within 48 hours of check-in). Masks are optional for all participants during these programs.*

BEHAVIORAL HEALTH SCREENING PROGRAMS OFFERED TO TRILLIUM'S NETWORK PROVIDERS

Trillium Health Resources has established behavioral health screening programs to assist providers and practitioners in determining the likelihood that a member has coexisting substance use and mental health disorder. These screening tools are based on evidence from research studies that have been shown to be effective in the detection of positive screening for behavioral health symptoms and can be used as part of the general assessment of a member to determine if further evaluation is needed for formal diagnostic identification and treatment planning. Trillium offers two Screening Programs for you to use:

1. Screenings for individuals who have a mental health disorder for the possible presence of a coexisting substance use disorders.

It is recommended that mental health clinicians, psychiatrists, and primary care physicians complete a substance use screening on every member/patient as part of their assessment process. Here are a list of screening tools for substance use:

- a. CAGE (Substance Abuse Screening Tool)
 - b. CAGE AID (Substance Abuse Screening Tool-Adapted to Include Drug Use)
 - c. DAST (Drug Abuse Screening Tool)
 - d. AUDIT (The Alcohol Use Disorders Identification Test)
 - e. AUDIT-C (modified version of the Alcohol Use Disorders Identification Test)
- 2.** Screenings for individuals who have a substance use disorder for the possible presence of coexisting mental health disorders.

The following is a list of screening instruments that can assist in identifying the onset of mental health conditions with members who are presenting with substance use issues. Here are a list of screening tools for substance use:

- a. Child Behavior checklist for ages 6-18 (CBCL/6-18)
- b. Parent Stress Index, 4th Edition (PSI-4)
- c. Swanson, Nolan, and Pelham Questionnaire-IV (SNAP-IV)
- d. Patient Health Questionnaire (PHQ-9)
- e. Generalized Anxiety Disorder-7 item scale (GAD-7)
- f. Mood Disorder Questionnaire (MDQ)
- g. Primary Care Post Traumatic Stress Disorder Screen for DSM-5 (PC PTSD-5)
- h. Mental Health Screening Form-III (MHDF-III)
- i. Kessler Psychological Stress Scale (K6)
- j. Kessler Psychological Stress Scale (K10)

In order to access these free screenings, please visit our webpage [Behavioral Health Screening Programs](#)

TRAUMA & RESILIENCE TRAINING

Benchmarks' Center for Quality Integration has added a new training program to its catalog: "Trauma and Resilience." Based on the National Childhood Traumatic Stress Networks' Child Welfare Trauma Training Toolkit, this program will incorporate Benchmarks' own research, experiences, and "on the ground" knowledge to create a comprehensive curriculum.

Over the past nine years, Benchmarks has been assisting communities across North Carolina in becoming more trauma-informed. While it's important to acknowledge that becoming trauma-informed is a journey, not a destination, it starts with a culture shift. The "Trauma and Resilience" training program is designed to help participants think through how to implement changes in practices, from individual levels to systemic ones.

This program includes basic overviews of trauma concepts and definitions, designed to help participants go beyond a fundamental understanding of trauma. Participants will learn how to identify trauma and its impacts, developmental differences in presentations and reactions to trauma, and trauma-informed case planning strategies. The program also covers how to work with and engage trauma-impacted caregivers, strategies to reduce the impact of trauma in the workplace on staff, key components of evidenced-based and informed trauma treatments, best practices for partnering with other agencies and systems, and activities to promote wellbeing and resilience.

Having a trauma-informed agency culture is essential, as it allows agencies to be less reactive in nature and better positioned to create upstream solutions and approaches to working with trauma-impacted youth, families, and staff. Agencies committed to a truly trauma-informed culture can equip staff with tools to be more effective in crisis situations when they arise.

Anyone in the child serving system can benefit from "Trauma and Resilience" training, including schools, juvenile justice, mental and behavioral health agencies, and more. Agencies or businesses can start by offering the training to agency leadership and staff, and expand to include other organizations and overlapping systems. Communities can also offer the training to county leadership, councils, and advisory groups.

The face-to-face trainings offered by our team here at Benchmarks are designed to engage participants in a learning experience that will extend beyond the training room. Our in-person trainings are constructed to incorporate a variety of learning styles which research has also shown increases both retention and the potential for application among participants in the future. Our goal is to not only increase individuals' working knowledge through education but to help agencies improve their practice. Therefore, each training is designed to include planning components to aid agencies and participants in translating the information learned into skills and practice.

This trauma training was designed to support staff at varying levels within an agency gain greater awareness of trauma and resiliency informed practices. The goal of this training is to improve participants understanding of trauma, ability to name its impacts, and ability to modify approaches and interactions with clients to encourage resilience. Implementing trauma and resiliency informed trainings have been associated with greater customer satisfaction, improved outcomes, and increased staff confidence in client interactions.

For information on how to register, please contact Paige Wiggs at 919-828-1864.

CHECKWRITE FISCAL YEAR

Providers may receive an earlier payment than expected. This may also include two RA's for the payments processed on June 27, 2023. We have included as many provider payments as possible. This is due to the amount and the timing of the last check-write of the fiscal year.




COMMUNITY INCLUSION TRAININGS

The Temple University Collaborative on Community Inclusion (www.tucollaborative.org) is a national research and training center that focuses on the importance of promoting opportunities for people with serious mental illnesses to participate in their communities (e.g., work, school, dating, parenting, engagement in faith communities, leisure and recreation, volunteering, friendships) as critical to their physical, cognitive, and mental health and wellness. They will be offering a series of trainings on topics supporting community inclusion and participation. Trainings are being offered the fourth Wednesday of the month from 12:00-1:30pm.

The registration links and training description for each training are on [the flyer](#). Providers will have to request access to Trillium's Provider My Learning Campus if you currently do not have a PMLC account in order to register for this training.

To request access to the PMLC, click on the link and complete the form:

[Request Access to Provider My Learning Campus](#). If you have any questions you may email TrainingUnit@TrilliumNC.org.

-  Addressing Social Isolation & Loneliness – July 26, 2023
-  Beyond the Diagnosis: Community Inclusion Storytelling – September 27, 2023
-  Promoting the Development & Use of Natural Supports – October 25, 2023
NC Medicaid and State-Funded Stakeholder Engagement Invitation for Proposed Clinical Coverage Policy Medically Monitored Intensive Inpatient Services (ASAM 3.7)

LONG TERM SERVICES AND SUPPORTS

Trillium is currently recruiting for Long-Term Services and Supports Member Advisory Committee members that will (LTSS MAC) provides stakeholder input and advice regarding the LTSS covered services under Trillium's Health Resources- Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan that meets all the provisions noted in 42 C.F.R. § 438.110. Your opinion counts, we would like to become a member and solicit your feedback on the elements of LTSS. The LTSS MAC meets at least quarterly.

The LTSS MAC reviews and provides feedback on relevant Trillium's quality reports. The committee's input will serve as an early warning system for emerging issues related to member experience and quality of care. Specific concerns shared by the LTSS MAC will be referred to Trillium's Quality Management department, which will help coordinate resolutions, refer for investigations as needed, and report to Trillium's Quality Improvement Committee

If you are interested in serving on this committee, please complete [on-line form](#).

OPEN ENROLLMENT: RESIDENTIAL THERAPEUTIC CARE FOR TRANSGENDER/GENDER DIVERSE YOUTH

Trillium is accepting applications from Level III and Therapeutic Foster Care providers to develop residential services specifically for Transgender and/or Gender-Diverse (TGD) youth. Interested providers must submit an application to apply for consideration.

[Submit Questions](#)

[Application](#)

CLAIMS UPDATES

ORDERING, PRESCRIBING, REFERRING...

In accordance with 42 CFR 455.410, providers submitting claims that have an ordering, prescribing, or referring provider listed on the claim will need to ensure the provider is enrolled in NCTracks. Failure to do so may result in the denial and/or recoupment of the claims.

Federal regulation 42 CFR 455.410 states that:

- a) The State Medicaid agency must require all enrolled providers to be screened under to this subpart.
- b) The State Medicaid agency must require all ordering or referring physicians or other professionals providing services under the State plan or under a waiver of the plan to be enrolled as participating providers.

Please note: Attending, rendering, ordering, prescribing, and referring providers are required to be enrolled in Medicaid if they are included on a claim billed. This requirement also applies to operating, other operating, service facility NPI, assistant surgeon, and supervising providers.

Thank you for your attention to this communication. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

NATIONAL DRUG CODE

In accordance with the NC DHHS Division of Health Benefits Managed Care Billing Guidance for Health Plans, providers shall submit a National Drug Code (NDC) on claims where drug procedure codes are reported separately. All institutional (revenue codes in the 250-259 and 631-639 range) and professional claims must include a valid 11-digit NDC code for each claim detail line that includes a drug procedure code. In addition, all pharmacy related revenue codes are required to have a HCPCS/CPT coder reported. A valid HCPCS/CPT code along with units of service must be entered on claims along with the NDC and NDC quantity (based on assigned unit of measure). Administrative codes should not be billed with an NDC code and shall result in a denial of the administrative code. Failure to do so may result in the denial and/or recoupment of the claims.

Thank you for your attention to this communication. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

QUEST ANALYTICS BETTERDOCTOR PROVIDER OUTREACH

Trillium Health Resources has contracted with Quest Analytics for network adequacy and provider directory accuracy. On our behalf, Quest Analytics conducts provider outreach to validate the data on Trillium's Member-facing Provider Directory. Quest Analytics utilizes BetterDoctor as a solution for Provider Directory accuracy and outreach efforts. BetterDoctor will contact providers by fax, mail, email, and/or a telephone call on a quarterly basis.

The provider letter will explain the process and request the provider validate the data contained in Trillium's Member-facing Provider Directory. The providers will validate and update their data via their input into the BetterDoctor portal.

The Network team will review the validated data and will work with the provider to resolve any inaccurate data issues. If you have any questions about Member-facing Provider Directory validation and outreach, email TrillumProviderDirectory@TrillumNC.org or call 1-855-250-1539.

OPEN COMMENT PERIOD FOR STATE FUNDED I/DD AND TBI SERVICE DEFINITIONS

The Division of Mental Health, Developmental Disabilities and Substance Use Services has posted for 30-day public comment at [Proposed State Funded Service Definition Policies](#) State-Funded service definitions for I/DD and TBI for your feedback.

The public comment review period is from **July 7, 2023 – August 5, 2023** and your feedback can be provided at DMHIDDCONTACT@dhhs.nc.gov. Below you will find a brief summary of the proposed updates to the service definitions.

TELEHEALTH

Impacted Services: Community Living Supports, Day Supports, Supported Employment and Supported Living Periodic.

🌱 Telehealth is real-time, two-way interactive audio and video telehealth.

🌱 Telehealth General Criteria:

- As outlined in Attachment A, select services within this clinical coverage policy can be provided via telehealth. Services delivered via telehealth must follow the requirements and guidance in State-Funded Telehealth and Virtual Communications Services, at the [Service Definitions](#) web page from NCDHHS.

🌱 Telehealth Specific Criteria:

State funds shall cover services delivered via telehealth services when the all the following additional criteria are followed before rendering services via telehealth:

- a. Provider(s) shall ensure that services can be safely and effectively delivered using telehealth;
- b. Provider(s) shall consider a recipient's behavioral, physical and cognitive abilities to participate in services provided using telehealth;
- c. The recipient's safety must be carefully considered for the complexity of the services provided;
- d. In situations where a caregiver or facilitator is necessary to assist with the delivery of services via telehealth their ability to assist and their safety must also be considered;
- e. Delivery of services using telehealth must conform to professional standards of care: ethical practice, scope of practice, and other relevant federal, state and institutional policies and requirements, such as Practice Act and Licensing Board rules;
- f. Provider(s) shall obtain and document verbal or written consent. In extenuating circumstances when consent is unable to be obtained, this must be documented;
- g. Recipients shall be informed that they are not required to seek services through telehealth and shall be allowed access to in-person services, if the recipient requests;
- h. Provider(s) shall verify the recipient's identity using two points of identification before initiating service delivery via telehealth;
- i. Provider(s) shall ensure that the recipient's privacy and confidentiality is protected to the best of their ability.

- 🌱 Telehealth Claims: Modifier GT must be appended to the HCPCS code to indicate that a service has been provided via interactive audio-visual communication.

DIRECT CARE SERVICES MAY BE PROVIDED IN ALTERNATE LOCATIONS DUE TO COVID-19

Impacted Services: Community Living Supports, Day Supports, Supported Living Periodic, Respite, Residential Supports, TBI Long Term Residential Rehabilitation and Supported Employment I/DD

PLACE OF SERVICE

Direct Care service may be provided in a hotel, shelter, church, or alternative facility-based setting or the home of a direct care worker due to

COVID-19 related issues, as long as ALL the following criteria are met:

- health and safety of the recipient can be maintained;
- the individual's ISP and PCP plan has been updated indicating service delivery needed in an alternative location due to COVID-19 related issue;
- and documentation provided confirming a COVID-19 diagnosis.

[Click HERE to COMMENT on State Funded Service Definitions no later than 8/5/23](#)

POSTED FOR 30 DAY PUBLIC COMMENT: § 1915 (C) NC INNOVATION WAIVER

A draft application for § 1915 (c) NC Innovation Waiver is posted for a 30-day public comment period. The public comment period is from June 30, 2023, through July 30, 2023. The Waiver can be accessed at [Medicaid State Plan Public Notices](#).

Comments can be submitted to Medicaid.WaiverComment@dhhs.nc.gov.

SUMMARY OF CHANGES INCLUDED IN THE 10/1/23 INNOVATION WAIVER DRAFT AMENDMENT:

- 🌱 Added language that from 10/1 on, the six LME-MCO's will administer the Innovations Waiver for NC Department of Health and Human Services. The LME/MCO's (PIHP) will become Tailored Plan (PHP), effective 10/1/2023 and will operate the Innovation Waiver under the 1115 authority and under the 1915(b) for tribal members.
- 🌱 Home delivered meals (up to 1 meal per day).
- 🌱 Waive requirement for beneficiary to attend the Day Supports provider once per week.

- 🌱 Direct care services may be provided in a hotel, shelter, church, or alternative facility-based setting or the home of a direct care worker because of COVID-19-related issues.
- 🌱 Real-time, two-way interactive audio and video telehealth for the following services:
 - Day Supports
 - Supported Employment
 - Supported Living
 - Community Networking
 - Increase the Innovations Waiver cap to 157,000.
 - Allow parents of minor children receiving Community Living and Support to continue providing this service to their children who have been indicated as having extraordinary support needs as evidenced by a Support Intensity Scale (SIS) score of E (Very High General Support), F (Extraordinary Medical Support), and G (Extraordinary Behavioral Support Need).
 - Allow relatives of individuals receiving Supported Living to continue providing this service.

Amend exclusions to Community Navigator definition, individuals may not receive this service unless they are self-directing one or more of their services through the Agency With Choice or Employer of Record Model.

CLINICAL COVERAGE POLICIES POSTED FOR PUBLIC COMMENT

Newly revised CCPs posted for public comment:

2023 Preferred Drug List

🌱 Comments are due July 14

1L-1 Anesthesia Services

🌱 Comments are due July 23

[Proposed Medicaid Policies open for public comment](#)

FALL APPLICATION OPEN! VIRTUAL COACH: HEALTHMATTERS PROGRAM

We are pleased to announce the **Virtual Coach: HealthMatters Program** application is open for Fall 2023 enrollment. HealthMatters Program is a 12-week health promotion program led by support staff

and developed for and by the people with intellectual and developmental disability (IDD). Please see information below on program description, important dates, and how to apply to participate in this FREE program.

- 🌱 Find the online [Application Instructions](#).
- 🌱 [DOWNLOAD PDF](#) of Application Instructions.
- 🌱 [APPLY HERE](#) – **deadline to apply is August 11th, 2023**. Please read Application Instructions first and note training dates. Approved Organizations will be contacted by August 18th, 2023.

What is Virtual Coach: HealthMatters Program?

- 🌱 A health promotion program that **provides frontline staff and caregivers strategies and materials** to support healthy options and choices among people with IDD.
- 🌱 Consists of a [12-week program](#) that includes 36 interactive online health education lessons and physical activity videos. View [Health Matters Curriculum Preface](#) and [Table of Contents](#). The Program can be delivered virtually or in-person.
- 🌱 Provided **FREE** for 12-months.

Other questions? Contact Jasmina Sisirak at jsisirak@uic.edu.

CURRENT BEHAVIORAL HEALTH SERVICE NEEDS

Below is a list of needed services, supports or vendors in our region. Trillium is accepting applications from mission-driven organizations interested in providing the following services:

- 🌱 **Child and Adolescent Facility Based Crisis Center:** all counties.
- 🌱 **Opioid Treatment Program:** Beaufort, Bertie or Washington Counties.
- 🌱 **Office Based Opioid Treatment Providers:** all counties.
- 🌱 **Partial Hospitalization Programs for Adults:** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Nash, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington counties.
- 🌱 **Partial Hospitalization Programs for Children:** Beaufort, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Tyrrell, Washington counties.
- 🌱 **Psychosocial Rehabilitation:** Currituck, Dare, and Onslow counties.

🌱 **Psychological Services, Psychologist or Licensed Psychological Associates:** all counties.

🌱 **Substance Abuse Comprehensive Outpatient Services:** Carteret, and Dare counties.

Interested Providers should submit an [application](#) by July 31, 2023.

PARENTS AS COLLABORATIVE LEADERS (PACL) TRAINING

The Whole Child Health Section of the N.C. Child Division of Child & Family Well-Being has assembled a group of parent leaders and trained them to facilitate the nationally recognized, research-based curriculum, Parents as Collaborative Leaders.

These parents are passionate about teaching others who have children with a variety of special healthcare needs and/or developmental concerns to become effective leaders in their communities, at the state level, and at the national level. These trainings have been used to support parents and caregivers being more active and confident at the table in a variety of educational, medical, and community settings.

These trainings are offered at no cost. These trainings are for parents/caregivers and advocates of our members. **The time for all trainings is 10:00am-11:30am. Only one more training is left in this series!**

🌱 **Module 10:** Understanding Diversity – July 20, 2023

[More information and Registration Modules 10](#)

DISASTER PLANNING

Plan ahead for disasters by considering your daily needs. A few things to consider when making your plan is prescription medication refills, assistive technology, medical equipment and evacuation plans. Visit FEMA's website to learn how to make a plan [here](#). FEMA also offers suggestions on low and no cost preparedness, learn more [here](#).



Trillium Health Resources is focused on preparing members and provider agencies for Hurricane Season. Disasters can happen anytime, but proactive measures can help reduce their impact. To help develop your disaster plan for hurricanes, please refer to our webpage [here](#). Our **Roadmap2Ready** campaign was developed by our Community Crisis and Disaster Response team with the intention of connecting members and providers to reliable resources that assist with preparing for a hurricane. Our team collaborates with state, county, and community programs within our 28 county catchment area to identify gaps and needs related to inclusive disaster response.

Please inform Trillium of any service provision or operational changes as a result of a tropical storm or hurricane by completing the **Changes to Provider Operations form**. This form is located on the [Community Crisis and Disaster Response webpage](#) under the “Provider” tab when a storm is approaching. Our goal is to stay up to date about changes to service provision and to assist with continuing to best serve members.

NEED TO REPORT FRAUD, WASTE AND ABUSE?

EthicsPoint is a secure and confidential system available 24 hours a day, 7 days a week for reporting suspected violations of fraud, abuse and confidentiality breaches. You can access EthicsPoint through website submission at [EthicsPoint - Trillium Health Resources](#) or by calling toll free 1-855-659-7660.

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium’s website.