

Network Communication Bulletin #425

Transforming Lives. Building Community Well-Being.

To: All Providers

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Senior VP of Network Management

Date: August 20, 2025

Subject: SPECIAL BULLETIN: HURRICANE ERIN UPDATE #1

HURRICANE ERIN PROVIDER UPDATE #1

HURRICANE ERIN PROVIDER UPDATE

As you are likely aware, yesterday Governor Stein has declared a State of Emergency for North Carolina.

Hurricane Erin is predicted to not make land fall but still expected to cause damage. Most predictions have this storm bringing very high tides, road flooding and there are a few mandatory evacuation orders in place.

Press Release

Trillium understands some of our counties may be affected as Hurricane Erin is leaving the area. We are asking our network providers to inform us of any service provision or operational changes as a result of Hurricane Erin by using the link below to indicate those changes.

<u>Changes in Provider Operations Form</u>

Check with your National Weather Service office on updated forecasts visiting: Weather.gov and clicking on your county(-ies)

Our goal is to ensure the safety of our members and providers while maintaining continuity of care. Please see the information about Roadmap 2 Ready which helps with readiness tips and resources.

Provider Support Service: 1-855-250-1539

Administrative & Business Matters: 1-866-998-2597

