



URGENT

NOTIFICATION FOR PROVIDERS

We are aware that many of you in the counties impacted by Hurricane Florence are still without electricity and internet services. Please continue to meet the needs for members the best that you can and know that we will work with you on processing your authorization requests in the coming weeks as things start to get back to normal.

Trillium has continued our Emergency Operations after Hurricane Florence. Some offices in our 26-county region remain closed, but our Call Center will remain active but **ONLY** for the 24-Hour Access to Care Line (1-877-685-2415). Please do not use the Administrative and Business Line and instead use staff emails or our dedicated email DisasterAssistance@TrilliumNC.org.

We are in contact with mobile crisis services and facility-based crisis centers to ensure we are helping any members in need during this time. Port Health Services Facility Based Crisis Services are open with beds available in Greenville and Washington. In Wilmington, The Harbor is closed but hopes to open on Wednesday. RHA hopes to open on Wednesday as well.

We have launched the page below, in addition to our Facebook pages, to post similar details when they are available. Please share with Trillium if you have any details to add:

- [Hurricane Florence Announcement](#)

If you have questions please send them to Cindy.Ehlers@TrilliumNC.org

