



# URGENT

## NOTIFICATION FOR PROVIDERS

### Trillium Residential Services Providers

We understand that many of our providers were negatively impacted by Hurricane Florence and first want to thank you all for continuously taking care of our members throughout the event. We know in some cases this meant moving members to other locations, using generators, paying overtime and many other expenses that may not have been within your financial plans. Because of these adverse impacts **from 9/12 until 9/30 we are going to allow you the opportunity to request a higher rate for your members IF you have experienced any additional expenditures during this timeframe directly related to this storm.** Below is the process we would like for you to follow:

1. Submit your budget for this time period giving a brief description of the types of additional expenditures. Please submit this budget no later than **Friday, 9/21**.
2. Compute the daily rate by dividing the total for this time period total by the number of days.
3. Submit this to: [Amanda.Nelms@TrilliumNC.org](mailto:Amanda.Nelms@TrilliumNC.org) and please put in the subject line "Rate Enhancement due to Hurricane Florence" so that we can expedite these requests.
4. Once approved you will be notified and can bill at this rate.
5. If you already have billing for this time period and an adjusted rate is approved, you will need to submit replacement claims for the time period.
6. At the end of October, we will ask for documentation of the actual expenditures in your budget.
7. As long as acceptable documentation shows the estimate was within 10% of the actual claim, no additional action will be required.
8. If the estimate is 11% or more than the actual expenditures, then the rate will be changed and claims reprocessed for the updated rate.

If you have questions please let me know by emailing [Cindy.Ehlers@TrilliumNC.org](mailto:Cindy.Ehlers@TrilliumNC.org) and I will route your question to the appropriate Trillium staff.

