



## News Release

### FOR IMMEDIATE RELEASE

March 18, 2019

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### **Trillium Health Resources receives URAC Reaccreditation in Three Areas**

*Nationally recognized accreditation is a requirement for Medicaid behavioral health managed care organizations in N.C.*

**GREENVILLE, N.C.-** Trillium announces that it has earned reaccreditation in Health Call Center, Health Utilization Management, and Health Network from URAC, the independent leader in promoting healthcare quality through leadership, accreditation, measurement and innovation. URAC accreditation is a symbol of excellence for organizations to showcase their validated commitment to quality and accountability.

The URAC-accredited health call center has an exceptional infrastructure that meets specific standards, in addition to certain CORE standards, for clinical staff qualifications, training and roles of non-clinical staff, telephone performance thresholds, clinical staff response times, handling of triage calls, information sharing, feedback to physicians, and more.

With URAC's Health Utilization Management standards, organizations establish consistency and maintain the highest confidentiality in UM processes. Designed to meet the demands of a changing healthcare system, URAC's standards address the use of evidence-based guidelines, incorporation of adherence guidelines, and evaluation of utilization rates.

URAC's standards require health networks to establish self-monitoring practices, emphasizing quality assurance and improvement. By achieving URAC's Health Network Accreditation, organizations demonstrate that they have met URAC's rigorous standards for quality and accountability.

"Trillium's goal is to ensure members receive high quality services from our providers," says Trillium CEO Leza Wainwright. "URAC accreditation is a tangible indicator that we are meeting the needs of our members."

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“Trillium distinguishes itself in the marketplace by demonstrating its ability to abide by the gold standard of accreditation for health utilization management, health call center and health plan programs,” says URAC President and CEO Shawn Griffin, M.D. “Trillium’s achievement of URAC accreditation in these three areas demonstrates its commitment to quality care and accountability.”

The URAC accreditation process demonstrates a commitment to quality services and serves as a framework to improve business processes through benchmarking organizations against nationally recognized standards.

URAC accreditation requires applicants to submit policies, procedures, and other organizational information that is followed by a review. Once an application is received by URAC, a primary reviewer is assigned and coordinates all aspects of the review until a decision on accreditation has been determined.

#### **ABOUT TRILLIUM HEALTH RESOURCES**

Trillium Health Resources is a leading specialty care manager (LME/MCO) for individuals with substance use, mental illness and intellectual/developmental disabilities in 26 counties in eastern North Carolina. Trillium’s mission is to transform the lives of people in need by providing them with ready access to quality care. We take a person-centered approach to health and wellbeing, coordinating care across multiple systems to achieve improved health outcomes, quality of care and efficient use of resources. Trillium is investing in innovation to meet the unique needs of the individuals and communities we serve, and remains focused on delivering the right services, in the right amount, at the right time. For more information, visit [www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org).

#### **ABOUT URAC**

Founded in 1990, URAC is the independent leader in promoting healthcare quality through leadership, accreditation, measurement and innovation. URAC is a nonprofit organization using evidence-based measures and developing standards through inclusive engagement with a range of stakeholders committed to improving the quality of healthcare. Our portfolio of accreditation and certification programs span the healthcare industry, addressing healthcare management, healthcare operations, health plans, pharmacies, telehealth providers, physician practices, and more. URAC accreditation is a symbol of excellence for organizations to showcase their validated commitment to quality and accountability. <https://www.urac.org/>

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