



News Release

FOR IMMEDIATE RELEASE

April 3, 2020

MEDIA CONTACT

Jennifer Mackethan

Jennifer.Mackethan@TrilliumNC.org

1-866-998-2597

Trillium commits to easing authorization limits

Other efforts include rate enhancements and broad telehealth services

GREENVILLE, N.C.--Today, Trillium Health Resources joined 54 other Safety Net Health Plans in a statement expressing support and promote access to treatment for COVID-19 across their Medicaid and Medicare D-SNP lines of business. The signatory plans share a commitment to improving the health and well-being of people with low incomes or significant health needs.

Trillium pledged to do the following:

- Waive prior authorization requirements for medically-necessary covered services, consistent with CDC guidance, related to COVID-19.
- Protect health care providers and patients by supporting efforts to move provider visits to a telehealth setting to the maximum extent allowable by medical guidelines and state and federal regulations.

All health plans serving members in Medicaid, Medicare, and the Marketplaces are required to cover coronavirus testing for all members without copayments, deductibles, and other cost-sharing as well as cover treatment for COVID-19 related illnesses.

Our staff have spent many hours reaching out to every provider (more than 400) in our network to ask what they need, assess their capacity, and share ongoing updates from the State. Our relationship with our providers is a true partnership, and we have expedited some key measures to allow them to remain sustainable and effective, including:

- Approving rate enhancements of 10-30% so providers can cover hazard pay or overtime
- Employing retainer payments for situations when direct care workers cannot provide services
- Easing credentialing practices to lessen administrative burdens

-MORE-

TrilliumHealthResources.org
201 West First St., Greenville, NC 27858-1132
866.998.2597 Fax: 252.215.6881



Just as vital are the steps we have taken to ensure our members continue to receive the care they need throughout this epidemic. While treatments and health care may look different in our current situation, we remain dedicated to carrying out our mission by investing in the health and well-being of the communities we serve by:

- Encouraging telehealth appointments for the safety of both members and workers by allowing all levels of staff (licensed clinicians, qualified professionals, direct support professionals, and certified peer support specialists) to offer these services
- Waiving the \$135,000 annual limit for those receiving Innovations Waiver services
- Increasing the amount service hours from what is in Individual Support Plans
- Accommodating social distancing and work from home directives with Alternative and In Lieu of Services

“More than ever, our own prospects for good health and well-being tie in directly to health of our neighbors and the health of our community,” said Leza Wainwright, CEO of Trillium Health Resources. “For our members, we want to make sure that access is unimpeded to critically needed behavioral health and intellectual/developmental disability services. And for our providers who are the front line in this effort, we want to promote telehealth as much as we can—to keep their staff safe, and to help them deliver the right care at the right time.”

For more information, visit <http://www.communityplans.net/COVIDStatement> and <https://www.trilliumhealthresources.org/news-events-training/coronavirus-information>.

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 transforming lives and building community well-being through partnership and proven solutions. We help every community and individual we serve to reach their fullest potential. By coordinating care across multiple systems, we achieve improved health outcomes, quality of care, and efficient use of resources. Trillium remains focused on delivering the right services, in the right amount, at the right time. For more information, visit www.TrilliumHealthResources.org.

###