



## News Release

### FOR IMMEDIATE RELEASE

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### **Trillium Health Resources Launches ED@Home Pilot Program**

*Technology will help deliver timely urgent medical care in intermediate care facilities across North Carolina*

**GREENVILLE, N.C.** – Trillium Health Resources has launched the ED@Home pilot program, an innovative initiative to reduce unnecessary emergency department visits and improve timely access to urgent medical care. The program will serve individuals with intellectual and developmental disabilities (I/DD) living in Intermediate Care Facilities (ICFs). Trillium developed the program in partnership with StationMD, Rubicon, and participating ICF providers LIFE, Inc. and Skill Creations, Inc. The pilot operates in nine counties — Beaufort, Chowan, Duplin, Halifax, Lenoir, Martin, Nash, Pitt, and Washington — bringing together care teams and specialized telemedicine to deliver the right care, at the right time, and in the right place.

The ED@Home model integrates Trillium’s Ultimate Living Assistant (TULA) technology with StationMD’s HIPAA-compliant telemedicine services, providing 24/7 access to physicians trained in the complex health needs of individuals with I/DD. [More than 90% of calls can be resolved in the home](#), reducing avoidable emergency department visits while delivering real-time clinical guidance and lowering caregiver stress, including for Direct Support Professionals (DSPs).

“Our members with I/DD too often face barriers to accessing high-quality care, and in rural communities, off-site visits can be especially disruptive,” said Cindy Ehlers, Chief Strategy and Innovation Officer at Trillium. “ED@Home uses innovative technology to bring specialized care directly to our members, improving outcomes while supporting the dignity and stability our members deserve.”



ICF provider partners say the model is already improving care delivery and continuity. “Our partnership with Trillium and StationMD gives us immediate access to triage and treatment,” said Laurie Urland, CEO, Skill Creations, Inc. “It’s an important tool for improving continuity of care for vulnerable populations.”

“Around-the-clock, dependable telehealth services delivered in collaboration with Trillium and StationMD support the health, safety, and overall well-being of individuals served by LIFE, Inc.,” added Wilson Raynor, Executive Vice President, LIFE, Inc. “Our Direct Support Professionals now have immediate access to a doctor, just a phone call away, when an issue arises.”

By using technology to deliver high-quality, specialized care directly in home settings, ED@Home expands access for individuals in rural, Tier 1 communities and strengthens care continuity for those with complex needs. As the pilot grows from the approximately 450 members included in the pilot, it has the potential to scale across ICFs and beyond to family and independent homes—setting a new standard for accessible, person-centered care that supports independence, dignity, and better health outcomes for individuals with I/DD.

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

Trillium Health Resources is an innovative health plan for individuals with serious behavioral health, intellectual/developmental disabilities, and traumatic brain injury in 46 counties in North Carolina. Through contracts with NCDHHS, we serve Medicaid members on the Tailored Plan and NC Medicaid Direct, state-funded recipients who are uninsured, and members on the Innovations Waiver. Trillium’s mission is transforming lives and building community well-being through partnership and proven solutions. We take an integrated 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 dedicated to meeting 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).

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