



## News Release

### **FOR IMMEDIATE RELEASE**

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### **Trillium Health Resources Prepares for Hurricane Irma**

*Reminds public and partners of resources available*

GREENVILLE, NC-Trillium Health Resources is closely monitoring the path of Hurricane Irma. Trillium staff are working with providers in our Network, community agencies, and government officials to ensure ongoing care for members during and after Hurricane Irma.

Trillium would like to remind the public of the ways to reach out for assistance from Trillium as needed:

- In the event of local power outages, the Trillium Call Center will remain active using agents in remote locations but **ONLY** for the 24-Hour Access to Care Line (1-877-685-2415). This line will only be for calls requesting services or treatment resources (such as how to get medications or seeing a provider).
- If eastern North Carolina is impacted by Hurricane Irma, the Administrative and Business Line may not be staffed. Please email providers or care coordinators directly, or you can reach out to Trillium on our dedicated Disaster Assistance email at [DisasterAssistance@TrilliumNC.org](mailto:DisasterAssistance@TrilliumNC.org).
- In all locations, 911 should be used for TRUE MEDICAL EMERGENCIES. Trillium staff are not first responders and will not be able to physically attend to emergencies in the community. If widespread power or internet outages occur that cover the Trillium region, the 24-Hour Access to Care Line may not be answered.

Trillium staff from across the agency will contact shelters, distribution sites, and community organizations to ensure first responders and volunteers are aware of Trillium as a resource should any displaced individuals need behavioral health services.

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TrilliumHealthResources.org

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Trillium maintains a Designated Provider list of 12 providers that are equipped and ready to mobilize at once after an emergency. Our Call Center will be in direct communication with them as needed based on requests we receive.

In the months ahead, Trillium plans to provide ongoing assistance to any individuals experiencing anxiety, post-traumatic stress, or other issues as a result of this extreme event; for anyone needing services, please call Trillium on the 24-Hour Access to Care Line 1-877-685-2415.

For updates on information, please visit [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org) or visit our Facebook page at <https://www.facebook.com/TrilliumHealthResources/>.

### **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 25 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).

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