



News Release

FOR IMMEDIATE RELEASE

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Trillium Health Resources Prepares for Hurricane Florence

Reminds public and partners of resources available

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

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

- In the event of power outages, the Trillium Call Center will remain active using clinicians 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 access or resources (such as how to get medications or seeing a provider).
- Please do not use the Administrative and Business Line when a disaster has been declared. Please **email providers or care coordinators directly**, or you can reach out to Trillium on our dedicated email at DisasterAssistance@TrilliumNC.org.
- In all areas, **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.

Before any immediate danger, Trillium staff from across the agency will visit 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.

Trillium maintains a Designated Provider list of 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.

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TrilliumHealthResources.org

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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 at the 24-Hour Access to Care Line 1-877-685-2415.

For updates on information, please visit 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 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.

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