



News Release

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Trillium CMO Receives HCQM Certification during Preparation for Medicaid Transformation

Additional steps prior to Transformation include reorganized departments and innovative practices

GREENVILLE, NC-While the North Carolina Department of Health and Human Services had to suspend the transition to Medicaid managed care, Trillium Health Resources is continuing our efforts to ensure we are ready to meet the requirements to operate as a Tailored Plan. From redesigning departments and hiring new staff to achieving prestigious certifications, we will be well-suited to respond to the Request for Application (RFA) for Tailored Plans when it is released next year.

Dr. Michael Smith, Chief Medical Officer with Trillium, recently received the [Health Care Quality and Management \(HCQM\) Certification](#). Professionals who have achieved certification in HCQM are deeply committed to patient safety, health care quality, and effective care. Those certified in HCQM demonstrate their superior ability to critically evaluate industry literature, identify evidence-based best practices, and make recommendations that balance appropriateness of health care services with cost and quality. As of date of distribution, Dr. Smith is the only North Carolina psychiatrist and among the few medical staff with any managed care organization in the state to have obtained such a designation. Dr. Smith also received the Sub-Specialty Certification in Managed Care as part of this accomplishment.

Other efforts that will prepare Trillium include restructuring our Network and Care Coordination (now Care Management) departments to better serve providers and our members, and hiring staff for our new Neighborhood Connections team that focuses on social determinants of health. New Transitions of Care staff will assist before and after managed care launch for anyone moving between the Standard and Tailored Plans.

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Launched earlier in 2019, our [MyLearningCampus.org](https://www.MyLearningCampus.org) site offers free, online training and tip sheets to help encourage healthier practices and educate our members about the behavioral health system. Topics are tailored to address our community concerns and cover opioid dependence, diabetes, hypertension, and managing stress. The site is open to the public and registration is quick and easy.

We are deeply rooted in the communities we serve, and our members trust Trillium and our health care providers. Our trained, dedicated work force lives in the areas where they serve. Together, we look forward to ensuring continued stability and continuity of care for North Carolinians.

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.

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