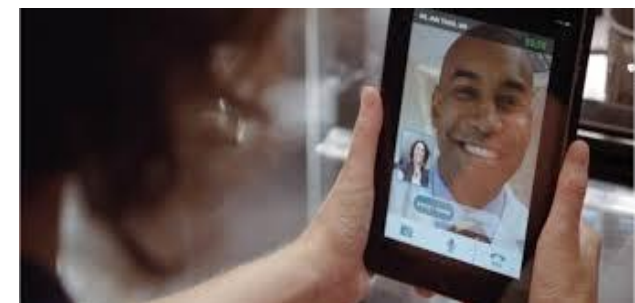


Welcome

Transforming Lives.
Building Community Well-Being.



- Introductions of Panelist
- Overview of Agenda
 - What are Trillium Service Innovations?
 - Mental Health and Substance Use Service Innovations
 - IDD Service Innovations
 - Trillium Technology and Telehealth Innovations
 - Health and Safety in Congregate Settings
 - Residential Supports during COVID 19
 - Day Supports during COVID 19
 - Innovations Waiver Flexibilities
 - Neighborhood Connections-
 - Hotels 4 Health Addressing Housing Security
 - Focus on Food Security
 - Hope 4 NC Call Center
- Questions and Answers



Trillium Service Innovation



What are Service Innovations?

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- Access to Care is a priority for our members.
- Trillium Health Resources has the ability to request to add NEW services in order to better support members.
- For state funded services these are called Alternative Service Definitions and for Medicaid funded services these are called in lieu of services (ILOS).
- During the State of Emergency for COVID-19, Trillium has requested several new services to ensure that member service needs are met.



Mental Health and Substance Use Service Innovation

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- Disaster Individual Rehabilitation, Coordination and Support (Alt Definition and ILOS) for Psychosocial Rehabilitation to allow one to one delivery of service face to face, through video and/or telephone contact-Adult
- Rapid Response Team (Alt Definition and ILOS) to provide ED response and inpatient transitional services to support members to be linked with the right services after a crisis-Adult and Child
- Therapeutic Crisis Care (ILOS only) provides three levels of support to de-escalate a crisis situations involving youth, in home respite, unlicensed respite in private residence, and facility based respite.-Child only
- Case Rates for Methadone Maintenance-to allow take home doses of Methadone for members during the state of emergency-Adult only.

IDD Service Innovation

- Disaster Outreach (Alt definition and ILOS) to allow ongoing supports for members who receive Medicaid funded group services on a one to one basis, by video or by telephone.
- Assertive Engagement (Alt definition only) to allow ongoing supports for members who receive State funded group services on a one to one basis, by video or by telephone.
- Community Inclusion (ILOS only) Community Inclusion and Support is a way of working with children, adolescents and/or adults with an IDD diagnosis and who need services and support to safely access the community and participate in community based inclusive activities in one to one or small group (3 or less) settings.
- Virtual Monitoring (Alt definition and ILOS) Home Monitoring through Virtual Supervision allows direct support staff to monitor and respond to a member's health, safety, and other needs using a variety of technology that is available on the market. This service allows a member the independence to be physically alone with the security of staff being available for remote support.

Technology and Telehealth Innovation

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- Trillium Health Resources was the first LME/MCO in the state to submit a flexible telehealth policy for approval by NC DHHS.
- Telehealth allows providers to use software platforms with video conferencing to deliver services to members.
- Trillium's telehealth policy also allows for use of telephonic outreach for a variety of services during an active State of Emergency for all populations.
- Virtual Monitoring (Alt definition and ILOS) Home Monitoring through Virtual Supervision allows direct support staff to monitor and respond to a member's health, safety, and other needs using a variety of technology that is available on the market. This service allows a member the independence to be physically alone with the security of staff being available for remote support.



North Carolina
Staying Ahead of the Curve

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Health, Safety and Support in Congregate Settings



ACCREDITED
Health Services
Expires 2024-06-02



ACCREDITED
Laboratory
Expires 2024-06-02



ACCREDITED
Health Care Support
Expires 2024-06-02

Residential Support Plan for Providers

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- Plan to help residential providers and subsequently their members through the COVID-19 crisis
 - Prevent
 - Prepare
 - Respond
- Residential Care Liaisons
 - Assigned to large residential providers
 - Each week residential providers and the residential care liaisons touch base



ALERT: POSSIBLE COVID-19 CASE

Important Information about ME

Emergency Contacts, Abridged Medical History, Medication Regimen, Allergy Information, Assistance Needs

I have an intellectual and/or developmental disability. My parent/guardian or support professional believes I am showing signs of COVID-19 infection. If they cannot come with me into the hospital, please refer to the information provided here and call my guardian, and service provider for any clarifications.

MY PERSONAL INFORMATION			
First Name:	Middle Initial:	Last Name:	DOB:
Address:		City, State, ZIP:	
Name of Parent/Guardian:		Parent/Guardian Phone/Email:	
Name of Provider Agency QP:		Provider Agency QP Phone/Email:	
PCP Contact Name:		PCP Phone/Email:	

MY CURRENT SYMPTOMS/RISK FACTORS		
Current COVID-19 Symptoms:	When Did it Start?	COVID-19 Severity Risk Factors (check all that apply):
Temp. Over 100°F		<input type="checkbox"/> Age 60 or Older <input type="checkbox"/> Down's Syndrome
Dry Cough		<input type="checkbox"/> Bowel Disease (Chron's, Colitis, or Similar) <input type="checkbox"/> Hypertension
Malaise/Fatigue		<input type="checkbox"/> Cancer (Current or Previous) <input type="checkbox"/> New Chest Pain
Shortness of Breath		<input type="checkbox"/> Cerebral Palsy <input type="checkbox"/> Paralysis (Due to Any Cause)
Bloodshot Eyes		<input type="checkbox"/> Chemotherapy <input type="checkbox"/> Recurrent Pneumonia

Hospital Form

- Given to residential providers for use when members have to go to the hospital
- Resource for member to have at the hospital
- Helps hospital staff to support them during their stay

Congregate Day Service Health and Safety Plan for Providers

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- Plan to help day service providers and subsequently their members through the COVID-19 crisis
 - Prevent the spread in congregate services and settings through education and planning
 - Prepare for members to safely be served in congregate service settings
 - Respond implement and monitor plans for ongoing support of member and staff health and safety
- Assigned Care Managers and Network Managers
 - Assigned Care Managers to assure member informed consent
 - Required providers to secure informed consent for enhanced services
 - Assigned Network Managers to review plans and monitor service delivery





Member Informed Consent



INFORMED CONSENT

This document is to verify that all Trillium Health Resources members have been provided Informed Consent as it related to receiving services in a group or congregate care setting.

Member Name:

Member DOB:

Legally Responsible Person (LRP) if applicable:

Provider Name:

Provider Location:

Applicable Service: Choose an item.

Please check the appropriate boxes below.

- ☐ I have been informed that receiving services in a group setting increases my chance of contracting COVID-19 as it has been shown that community spread may occur in congregate care settings.
- ☐ I have been provided choices for alternative methods of service delivery including but not limited to individual services, telehealth services and/or telephonic services during this pandemic.
- ☐ After receiving the above information, I have chosen to receive my services face to face in a group setting.

Member or LRP Printed Name

Member or LRP Signature

Provider Signature and Credentials



Innovations Waiver Flexibilities through Appendix K



Flexibilities for Innovations Waiver Services

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- Members can go over their yearly budget (\$135K)
- Members can get increased services hours
- Respite can be provided when member/family are out of state
 - This adds to the list of services that can be provided out of state
- Services can be provided in new locations
 - Hotel, church, alternative facility-based settings, or home of a direct care worker
 - For example, Day Supports are able to be provided in the member's home, direct care worker's home, or in a residential setting.

Flexibilities for Innovations Waiver Services

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- Currently, relatives of adult members are able to provide services following certain rules and guidelines.
- With flexibilities, relatives of members who are under the age of 18 are able to provide services.
- Flexibilities for relatives of adult and child members include:
 - Increased service hours
 - Approved automatically in 90 day periods
 - Provide services prior to background checks and training for 90 days
 - Provide additional services (Community Networking and Supported Employment)

Flexibilities for Innovations Waiver Services

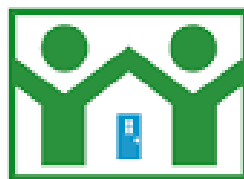
- Annual ISPs (Individual Support Plans) can be extended out for three months
- Payments to staff who are unable to work due to COVID-19 crisis
- Services (Community Living and Supports) can be provided in the hospital
- Waiving of face to face monthly monitoring
- Waiving of face to face quarterly monitoring on an as needed basis
- Waiving SIS Assessments and allowing virtual options for families and members.

Flexibilities for Innovations Waiver Services

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- Two Home delivered meals
 - Currently, working with our partners at the Department of Health and Human services to operationalize this services as soon as possible for our members.
 - Those interested can register through a Smartsheet form.
 - [Meal Delivery](#)
- Letters of medical necessity and prescription are not required for ongoing supplies or replacement equipment



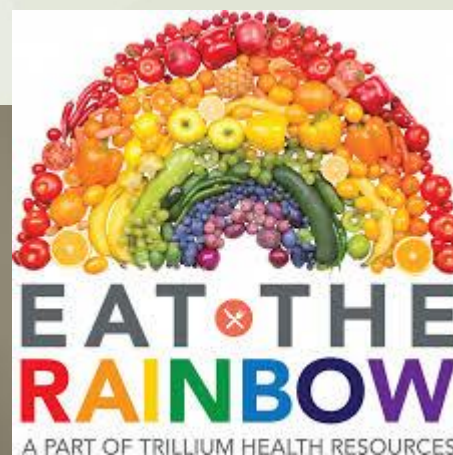
**NEIGHBORHOOD
CONNECTIONS**
A PART OF TRILLIUM HEALTH RESOURCES



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LGBTQ Resources



- Trillium is offering hotel stays to anyone in its catchment area who needs to isolate, quarantine or social distance as a precautionary measure due to COVID-19. This includes people who are experiencing homelessness and shelters are closed or not taking any new admissions.
- To date Hotels4Health has been able to assist 109 individuals with hotel stays.
- Funding for Hotels4Health was made available under FEMA Public Assistance.
- FEMA will announce sometime this week whether the program will be extended beyond June 6, 2020.

Addressing Food Security

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- Trillium members can access information and support on food resources in their community by completing a referral form on our website or by reaching out to our Call Center.
- Neighborhood Connections, Connections Specialist:
 - Offer food resource suggestions that fit the member's individual needs.
 - Work with members to address food access barriers, such as lack of transportation.
 - Assess for other needs such as addressing isolation and inclusion.
 - 55 families have been linked to food resources since COVID -19 has impacted North Carolina.



Questions?

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