



NEW - PROVIDER DIRECT - UNAVAILABLE MARCH 3

The Trillium Health Resources IT staff would like to make you aware: On March 3, 2016, Cardinal Innovations will be doing updates to the Provider Direct system from 5-8 PM. There is a possibility of System Downtime during these updates, so we ask that you please plan accordingly.

Thank you for your patience while we continuously work to improve and develop Provider Direct

NEW - RATE INCREASE FOR INNOVATIONS WAIVER SERVICES

Trillium Health Resources increased the rate of all staff-based services through the Innovations Waiver on December 1, 2015. The 7% increase impacted crisis interventions, in-home intensive supports, respite services for family members and more.

[Read Press Release Here](#)

REMAINDER - TRILLIUM WEBSITE USER SATISFACTION SURVEY

ONLINE SURVEY

Have you visited the Trillium Health Resources website? How was your experience? Do you have ideas, suggestions or feedback that you'd like to share?



To ensure our website is functioning to meet the needs of enrollees, families, providers, stakeholders, and staff, we have created a quick survey and encourage your feedback; both positive and negative.

Please take a moment to complete the survey and help us better the virtual experience of future Trillium website users.

 [Visit our Website](#)

 [Take the Survey](#)

REMINDER - PROVIDER MEETING NOW AVAILABLE IN GREENVILLE

Beginning with the February 18, 2016 Provider Meeting, Trillium has added another in-person location at our 112 Health Dr. Greenville, NC 27834. This location has limited seating and can only accommodate 20 people. Trillium is requesting that if you would like to attend the meeting at this location, please RSVP to Donna Brown at Donna.Brown@TrilliumNC.org. In the subject line of the email, please type, "RSVP for Monthly Trillium Provider Meeting at Health Dr." In your email, please include your agency name, how many people will be attending and the date of the provider meeting.

For each provider meeting that you would like to attend at the Health Dr. location, you will need to send an email to RSVP due to the limited seating.

You will receive a confirmation email if there is seating available or you will receive information about being placed on a wait list that will operate on a first come, first serve basis. This meeting will be set up like the meeting we host in Jacksonville with a video screen and the ability to interact with the presenters at the live meeting in Wilmington.

The need to RSVP will only be for the Health Dr. location. The meeting will continue to operate with the live meeting in Wilmington, 3809 Shipyard Blvd. Wilmington, NC 28403, with the remote locations in Jacksonville, 165 Center St. Jacksonville, NC 28546 and 112 Health Dr. Greenville, NC 27834. The WebEx will still be available for those of you who prefer that option. If you have any specific questions or concerns regarding this meeting, please contact your Network Operations Liaison.



STAY CONNECTED

If you have questions regarding the content of this email please contact:

Rebecca Basden
Network Communication Specialist
Rebecca.Basden@TrilliumNC.org

Administrative and Business Matters: (866) 998-2597
24/7 Crisis Care & Service Enrollment: (877) 685-2415

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