



NEW - NEW NUMBER FOR MOBILE CRISIS MANAGEMENT STARTS MAY 1, 2016

Starting May 1, 2016, RHA Mobile Crisis Management will have a new number for New Hanover, Brunswick, Pender, Onslow, Carteret, Jones, Pamlico, and Craven counties.

Beginning May 1, please call 1-844-709-4097 to access 24/7/365 mobile crisis services.

[View flyer for more information](#)

REMINDER - IMPORTANT INFORMATION REGARDING THE 2016 PERCEPTION OF CARE SURVEYS

Every year Trillium Health Resources and other MCOs across the state assist the North Carolina Department of Health and Human Services (DHHS) with a mandatory annual survey of enrollees who receive Mental Health and/or Substance Use services. This survey is designed to assess consumer perceptions of the services they have received in the past year.

The survey results are sent to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting, who then publish the results by LME-MCO in an annual report. The survey results are not used by DHHS or LME-MCOs to monitor the performance of providers. Survey results are used to inform policy decision designed to improve the system.

Your assistance and participation is crucial to the success of this project.

If you provide MH and/or SU services to individuals of any age, you may be contacted starting Monday, April 25th to participate in the administration of this survey. Specific instructions will be provided by Trillium staff at that time. Trillium staff will schedule a time with you to coordinate mailing and/or dropping off blank surveys to your office during the weeks of 4/25/16 and 5/2/16.

Requirements for Enrollee Participation in Survey:

- 🌱 Must have mental health and/or substance use diagnosis
- 🌱 Must be a Trillium enrollee, with a Trillium client ID number
- 🌱 Can be State-funded OR Medicaid enrollee

Once you receive the surveys, they will need to be completed in a timely manner, as there is a very short administration period. Trillium staff will coordinate with you on how and when to get the completed surveys back to us for submission.

Please follow all timelines and survey administration instructions provided by Trillium. If you are asked to participate in the administration of this survey and you have any questions, please feel free to contact Kari Jester at 1-866-998-2597 or Kari.Jester@TrilliumNC.org.

Thank you in advance for your participation.

REMINDER - IT'S THAT TIME OF YEAR AGAIN: THE 2016 TRANSFORMING LIVES AWARDS

It's that time of year again!

Do you know a provider that has excelled in meeting the service needs of individuals residing in our communities? Has your agency implemented practices that have helped others better their lives?

This is your opportunity to share! Attached is the Transforming Lives Awards Nomination packet. We encourage you to nominate yourself, another agency, or a fellow provider for a 2016 Transforming Lives Award.

We encourage you to visit the [Transforming Lives webpage](#) for more information about the 2015 winners and details of this year's event.

Please share this information and let's make the 2016 Awards another successful banquet!

- 🌱 [2016 Transforming Lives Awards Nomination Packet](#)

REMINDER - TRILLIUM WEBSITE USER SATISFACTION 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.

ONLINE
SURVEY



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](#)

STAY CONNECTED

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

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Administrative and Business Matters - 866.998.2597
24/7 Crisis Care & Service Enrollment - 877.685.2415

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