



Attention All Network Providers



Trillium Health Resources Prepares for Hurricane Irma *Reminds providers of resources available*

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

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

- In the event of local power outages, the Trillium Call Center will remain active using agents 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 services or treatment resources (such as how to get medications or seeing a provider).
- If eastern North Carolina is impacted by Hurricane Irma, the Administrative and Business Line may not be staffed. Please email Trillium staff directly, or you can reach out to Trillium on our dedicated Disaster Assistance email at DisasterAssistance@TrilliumNC.org. Please notify Trillium of:
 - Status if your offices close due to damage or flooding
 - Evacuations of any residential programs or facilities
 - Power outages that could cause health and safety concerns for members
 - In all locations, 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. If widespread power or internet outages occur that cover the Trillium region, the 24-Hour Access to Care Line may not be answered.

Trillium staff from across the agency will contact 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 12 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.

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; we will remind the public that for anyone needing services, please call Trillium on the 24-Hour Access to Care Line 1-877-685-2415.



Report Fraud and Abuse

• Have you witnessed potential fraud and abuse?
• Are you aware of or suspect fraud and abuse at a provider agency?
• Did you notice a suspicious authorization request or claim?
• Was your personal health information released without your permission?

If so, an easy way to report is through
ETHICSPPOINT

EthicsPoint is a secure and confidential system available for reporting suspected violations of fraud and abuse and confidentiality breaches.

To make a report:

From any computer, go to:
www.TrilliumHealthResources.ethicspoint.com

Call toll free: 1-855-659-7660

Available 24 hours a day,
7 days a week, 365 days a year!



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Select image to view and print flyer.



Need to Send a Secure Email?

Zixmail is available to our Provider Network through the Provider Portal.

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