



Transforming Lives. Building Community Well-Being.

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## TAILORED CARE MANAGEMENT MEDICAID DIRECT BENEFICIARIES

For extra support to get and stay healthy, you have access to Tailored Care Management at no cost to you. Tailored Care Management provides you with a care manager, who is trained to help people with mental health, substance use, intellectual/developmental disability, and/or traumatic brain injury needs. Your care manager works with you, your team of medical professionals, and your approved family members (or other caregivers) to consider your unique health-related needs and find the services you need in your community.

### *Your care manager can:*

- Do a full assessment of your needs and help develop a set of health goals and a plan to achieve those goals
- Help arrange your appointments and transportation to and from your provider
- Answer questions about what your medicines do and how to take them
- Follow up with your doctors or specialists about your care
- Connect you to helpful resources in your community

Your Tailored Care Management provider may be your primary care provider (PCP) (also called an Advanced Medical Home +, or AMH+), a Care Management Agency (CMA), or Trillium Health Resources (Trillium)'s Care Management department.

### *Your Tailored Care Management provider is:*

Health & Human Services

1650 Greenfield Street

Wilmington, NC 28401

910-798-3500

910-798-7834



You can choose your Tailored Care Management provider or you can change your Tailored Care Management provider during the year. If you want to choose or change your Tailored Care Management provider, you can call **Member and Recipient Services at 1-877-685-2415** or submit the form: [trilliumhealthresources.org/members-recipient-portal](https://trilliumhealthresources.org/members-recipient-portal)

You can also choose not to have a care manager and not receive the Tailored Care Management benefit. Trillium will help you coordinate services, but the coordination will be more limited than Tailored Care Management. For example, you will not meet with a care manager on a regular schedule. This will not impact which providers you can see or what services are covered for you through Trillium including NC Innovations waiver services. You can choose not to have Tailored Care Management at any time by calling **Member and Recipient Services at 1-877-685-2415** or submit the form: [bit.ly/3sUxXq7](https://bit.ly/3sUxXq7).

#### ***Auxiliary aids and interpretation services***

Services You can get free materials in large print and other auxiliary aids and services. Call **1-877-685-2415** (TTY/TDD **711**). If English is not your first language, free interpreter services are available. Call **1-877-685-2415** (TTY/TDD **711**).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-877-685-2415** (TTY/TDD **711**). Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **1-877-685-2415** (TTY/TDD **711**).

中国人 (Chinese): 您可以免费获得各种资料的大字版以及其他辅助工具和服务。请致电 **1-877-685-2415** (TTY/TDD **711**)。如果英语不是您的首选语言，我们提供免费的翻译服务。请致电 **1-877-685-2415** (TTY/TDD **711**)。