Trillium HEALTH RESOURCES

URGENT

NOTIFICATION FOR PROVIDERS

Provider Q&A Sessions

New Weekly Q&A Sessions

Starting Tuesday, April 21, 2020

Trillium Health Resources understands the amount of information our provider network has been receiving in the past few weeks has been massive. We would like to invite our providers to join us in a **new weekly Q&A session each Tuesday** to help directly answer some of your questions. Questions must be submitted to the following link in advance **by 5:00 p.m. on the previous Friday**:
https://app.smartsheet.com/b/form/8bdec5cd6a3c4fadb43a46b002f37a03

These weekly 30 minute sessions for targeted groups of providers will help answer questions related to the ongoing changes in services for our members. The first session will be held on **Tuesday, April 21, 2020**. Each session will cover questions that were submitted in advance to the link above (first deadline is this Friday, April 17). Trillium is asking for questions in advance to ensure that we have the chance to prepare the most accurate answers for you.

Please see the schedule below for these weekly calls. There will be one Webex invite and phone number to access for each day; any providers who serve multiple populations will be able to stay on the line for the entire session if they choose to do so.

9:30 a.m. -10 a.m. Crisis Providers (MCM, Hospital inpatient, FBC, ED)
10 a.m. - 10:30 a.m. Adult and Child MH providers
10:30 a.m. - 11 a.m. Adult and Child SUD providers
11 a.m.- 11:30 a.m. Adult or Child I/DD, TBI, and Innovations Waiver providers
11:30 a.m.- 12 p.m. Residential Providers (ICF/IID, Group Living, Supervised Living, CLSF providers, Residential Supports, Supported Living, and any other Residential Support)

You can participate by registering on the link below. We will send out reminders for these sessions each week.

https://room.webex.com/room/onstage/g.php?MTID=ea61abca511d0c87af72888273fd30cee

Trillium is working to develop ways to communicate with providers that will be meaningful. If you have suggestions about how we can better communicate with you at this time, please email them to **Khristine.Brewington@TrilliumNC.org**. We know that communication is important but can also be overwhelming. Please let us know if there is a way we can do it better.