



# URGENT

## NOTIFICATION FOR PROVIDERS

**REMINDER - Provider Q&A Sessions Upcoming Call for Day Service Providers to Cover I/DD Reopening Requirements**

### **Weekly Q&A Sessions**

**Tuesday, May 5, 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:**

[Submit questions here](#)

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 next session will be held on **Tuesday, May 5, 2020**. Each session will cover questions that were submitted in advance to the link above (next deadline is this Friday, May 8). 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 [NEW 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.

**\*Please note new start time of 10 a.m. and combination of provider types for each call:**

10 a.m. - 11 a.m. Crisis Providers, Adult and Child MH/SUD Providers

11 a.m. - 12 p.m. Adult/Child IDD, TBI, and Residential Providers

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

[Register here](#)

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](mailto: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.

### **Upcoming Call for Day Service Providers to Cover I/DD Reopening Requirements**

Note: On May 15, 10-11:30 a.m., we will hold a call just for I/DD Day Service providers of all funding sources including services Day Supports, ADVP, Day Activity, and CLSF. We will share a registration link soon.

