



URGENT

NOTIFICATION FOR PROVIDERS

REMINDER - Provider Q&A Sessions Care for NC Provider Story Submissions

Weekly Q&A Sessions

Tuesday, May 12, 2020

Trillium Health Resources understands the amount of information our provider network has been receiving related to COVID-19 has been massive. We would like to invite our providers to join us in our **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 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 12, 2020**. Each session will cover questions that were submitted in advance to the link above (next deadline is this Friday, May 15). 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 reduced 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., shortened sessions, and combination of provider types for each call:***

10 - 10:30 a.m. Crisis Providers, Adult and Child MH/SUD Providers
10:30 - 11 a.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. 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.

Care for NC Provider Story Submission

North Carolina is only as strong as the well-being of its citizens. Tens of thousands of our state's citizens — those with serious mental illnesses, substance use disorders and intellectual/developmental disabilities — require access to critical services, delivered consistently, to live their best, most independent lives in a community they call home. Across the state, our dedicated workforce is deeply rooted in the communities we serve. Trillium has joined with other MCOs and provider organizations to help share our stories through [Care for NC](#).

We want to hear from YOU and help share YOUR stories during this unprecedented time. We are asking for pictures, brief videos (under two minutes), and a few sentences about your experiences. Guidelines and links for submissions are linked below.

Provider Guide/Directives:

<https://docs.google.com/document/d/1YmAZPXYhQ3RqnOIgfEx3ryekyfocD7whbX0umZ87Co/edit?usp=sharing>

Submission Form:

<https://forms.gle/7ZFx1DCnsgKs7vvq8> or email to: carefornc@gmail.com

