



# URGENT

## NOTIFICATION FOR PROVIDERS

### **REMINDER - Provider Q&A Sessions NCTracks Annual Provider Survey**

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

***Tuesday, June 2, 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 **Q&A session every other 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 (we will announce deadline for next call soon):**

[Submit questions here](#)

These sessions for providers will help answer questions related to the ongoing changes in services for our members.

The next session will be held on **Tuesday, June 2, 2020**. Each session will cover questions that were submitted in advance to the link above. **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. We will no longer hold separate times for different provider groups and will answer all types of questions during the single call.

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

10 - 11 a.m. All Providers Including: Crisis Providers, Adult and Child MH/SUD Providers, Adult/Child IDD, TBI, and Residential Providers

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

[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.

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The NCTracks Annual Provider Survey for 2020 is now available. This survey focuses on the aspects of NCTracks that involve direct customer interaction, such as the Call Center, Provider Relations, Training and Communications, as well as Functional Areas, such as Pharmacy Prior Approval and Provider Enrollment. Unless otherwise noted, the time period for which this survey applies is from July 1, 2019 to present. The survey is anonymous unless you choose to identify yourself.

The survey is open to all NCTracks providers and is **newly designed to take less than 10 minutes to complete**. This survey is authorized by the NC Department of Health and Human Services (DHHS) and will be open for responses until June 15, 2020.

Your participation is appreciated to continue to improve the service to providers. Your feedback is valuable! Click the button below to start the survey now.

[Complete the survey](#)

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