



URGENT

NOTIFICATION FOR PROVIDERS

Changes in Operations due to Hurricane Isaias

Information requested related to storm impacts

Trillium has launched our Emergency Operations procedure. Please visit our new [webpage for Community Crisis and Disaster Response](#) for up-to-date information. While Trillium staff are not considered first responders, we do assist providers and members once the immediate danger has passed. Trillium's Call Center will remain active during Emergency Operations but ONLY for the 24-Hour Access to Care Line (1-877-685-2415). Please do not use the Administrative and Business Line and instead use staff emails. In all areas, 911 should be used for TRUE PHYSICAL HEALTH EMERGENCIES. Trillium staff are not first responders and will not be able to physically attend to emergencies in the community.

If you experience any impacts from the storm (staff shortages, loss of power, etc.) please use the button below to share those details with Trillium. This form will also be linked under the "Providers" tab of the Disaster Response page linked above.

If you experience any changes to your operational abilities over the next several days, please use this link to share this information with Trillium.

