



Transforming Lives. Building Community Well-Being.

## MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #31

**To:** All Trillium Members/Recipients and Stakeholders  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** August 24, 2022  
**Subject:** Text and Email Sign-up, Enrollment Broker packets, Hurricane Preparation, Stay Connected, Pandemic Electronic Benefit Transfer (PEBT)

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Trillium Health Resources will soon operate a Behavioral Health Intellectual/Developmental Disability (I/DD) Tailored Plan that serves people in our region. The Tailored Plans will coordinate services for physical health, intellectual/developmental disability, and serious behavioral health care needs. The Trillium Tailored Plan will launch on **December 1, 2022**. Please [visit our website](#) to learn more.

Medicaid members and state-funded recipients do not need to do anything at this time. We are starting to share ways for members and recipients to learn about changes to paperwork, new services available, and what to expect. Please follow [our website](#) or [Facebook](#), and sign up to receive [text messages](#).

If you were forwarded this email and have not signed up to receive them, you can do it by clicking on the link below.

[SUBSCRIBE HERE](#)

### TEXT AND EMAIL SIGN UP

As we get ready for the Trillium Tailored Plan launch, we are asking all interested members, recipients, and guardians/caregivers to choose to get emails and text messages. If you would like to keep getting these emails, please [click here](#). You can stop getting emails at any time by following the instructions at the bottom of each email and clicking "Unsubscribe." Please [click here](#) to sign up to get text messages if you would like to get occasional messages to help improve your health. As with emails, you can stop getting text messages at any time by responding with "STOPALL."

If you receive an auto-enrollment notice and have questions about your health plan options, contact the NC Enrollment Broker for more information at **1-833-870-5500** (TTY: 711 or [RelayNC.com](#)).

## VICTORY JUNCTION

Trillium has partnered with Victory Junction, an inclusive camp located on 84 acres in Randleman, North Carolina, to offer separate family weekends for Trillium members. Victory Junction enriches the lives of children with serious illnesses by providing life-changing camping experiences that are exciting, fun, and empowering, at no cost to children or their families.

### NEW FALL DATES

September 16-18, 2022 | **Application Deadline: Tuesday, September 6, 2022**

October 28-30, 2022 | **Application Deadline: Tuesday, October 18, 2022**

### FALL FLIER

[Complete the Fall Interest Form to receive an application link!](#)

## ENROLLMENT PACKETS

NC Medicaid will soon start mailing letters to everyone who will get services in the Trillium Tailored Plan. The letters will include instructions on choosing your primary care provider for Medicaid members only. You may also be eligible to have a care manager on your health care team unless you are getting certain services that already provide care management. Follow the instructions for choosing your providers and call 1-877-685-2415 if you have any questions.

Recipients who receive state-funded services will not receive enrollment letters from NC Medicaid. No action is needed to continue getting state-funded services through Trillium providers.

## HURRICANE PLANNING

### THE HURRICANE SEASON IS FROM JUNE 1 TO NOVEMBER 30. ARE YOU PREPARED?

Hurricane season means planning for the times before, during, and after any storm. Trillium helps members and providers to prepare for these natural disasters. Please see below for what kinds of information and action items Trillium will share during hurricane season, and [visit our website](#) for more tips like how to get medications during a natural disaster.



## STAY CONNECTED

Having a cell phone helps you make doctor appointments and find transportation, along with staying connected to friends and family. Our Stay Connected program gives you prepaid cell phones with unlimited data, talk, and text for one year.

To apply for Stay Connected, you must meet the following requirements:

1. Be a Trillium member.
2. Have limited or no access to their own cellular device.

We know that now, more than ever, we all need to Stay Connected. Complete an application by clicking on the link below if you are interested.

 [Stay Connected Application](#)

## PANDEMIC ELECTRONIC BENEFIT TRANSFER (PEBT)

NCDHHS has issued Pandemic Electronic Benefit Transfer (P-EBT) benefits for summer 2022. Between July 20 and 30, the families of approximately 948,000 children in the state each received a one-time payment of \$391 to purchase healthy meals during summer break.

With these benefits, NCDHHS has now issued more than \$2.16 billion in total P-EBT benefits to North Carolina families since the COVID-19 response began in 2020, helping families buy food for the 1.48 million North Carolina children.

For more information about P-EBT and how to become eligible, go to [ncdhhs.gov/PEBT](https://ncdhhs.gov/PEBT). Families can check their eligibility for Summer P-EBT using the new P-EBT eligibility quiz on the [P-EBT website \(Spanish\)](#).

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As always, members may contact Trillium through our **Member and Recipient Services at 1-877-685-2415**. The health, safety, and overall well-being of our community is first and foremost in everything we do. To learn more, please check out [our website](#), follow us on [social media](#), or give us a call if you have any questions.

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Any questions about this Communication Bulletin may be sent to the following email: [MemberEngagement@TrilliumNC.org](mailto:MemberEngagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.