



Transforming Lives. Building Community Well-Being.

MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #38

To: All Trillium Members/Recipients and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: November 3, 2023
Subject: Tailored Plan Delay, Text and Email Sign-up, Medicaid Expansion, Survey on Getting Quality Healthcare, My Learning Campus

TAILORED PLAN DELAY

The Department of Health and Human Services is delaying implementation of the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans. Tailored Plan launch was scheduled for Oct. 1, 2023, but will now go forward at a date still to be determined.

Beneficiaries who will be covered by the Tailored Plans will continue to receive behavioral health, I/DD, TBI and physical health care as they do today. Please view the [NCDHHS release here](#). Trillium will share more information as it becomes available.

Please follow us on [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. 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."

MEDICAID EXPANSION

Beginning Dec. 1, 2023, more people can get health coverage through Medicaid.

Medicaid will cover people ages 19 through 64 years with higher incomes. North Carolinians may be able to get health care insurance through Medicaid even if they didn't qualify before.

Medicaid pays for doctor visits, yearly check-ups, emergency care, mental health services and more – at little or no cost to beneficiaries.

Most people will be able to get health care coverage through Medicaid if they meet the criteria below. And if you were eligible before, you still are. Nothing changes for you. To learn more, go to medicaid.ncdhhs.gov.

- 🌱 Live in North Carolina
- 🌱 Be ages 19-64
- 🌱 Be a citizen. Some non-US citizens can get health care coverage through Medicaid.

To learn more, go to medicaid.ncdhhs.gov.

- 🌱 Have a household income that is below 138% of the federal poverty level. That's about \$20,000 for a single adult or about \$34,000 for a family of three.

People can apply for Medicaid online at epass.nc.gov. They can also submit a paper application or apply in person at their local Department of Social Services (DSS). Applications may take up to 45 days to process. Incomplete applications may take longer. To help the process go faster, people can:

- 🌱 **Apply online at ePASS and provide all the information requested.** If the application is incomplete, it may take longer to process. DSS will need to follow up with the applicant.

Keep contact information up to date in ePASS, to receive all important information about Medicaid benefits. Sign up for an enhanced ePASS account to keep their information updated without having to contact the local DSS office.

To learn more, visit Medicaid.ncdhhs.gov.

NC Medicaid coverage helps you get the health care you need.

Health services NC Medicaid covers include:

- regular check-ups
- hospital visits
- behavioral health
- vision and hearing
- devices and therapies
- health visits when you're sick
- care during and after pregnancy
- benefits to help pay for prescriptions

Apply now at epass.nc.gov.



SURVEY ON GETTING QUALITY HEALTHCARE

Before the launch of Medicaid Expansion and the Tailored Plan, Trillium Health Resources wants to make sure people we serve have access to quality healthcare. We designed these surveys to focus on the healthcare needs of the Trillium members in our region. Surveys are available in English or Spanish for members and their families. Your response will help us understand your medical needs and help us to better plan for those needs. You will have until **November 30, 2023** to complete the survey. Thank you for your input.

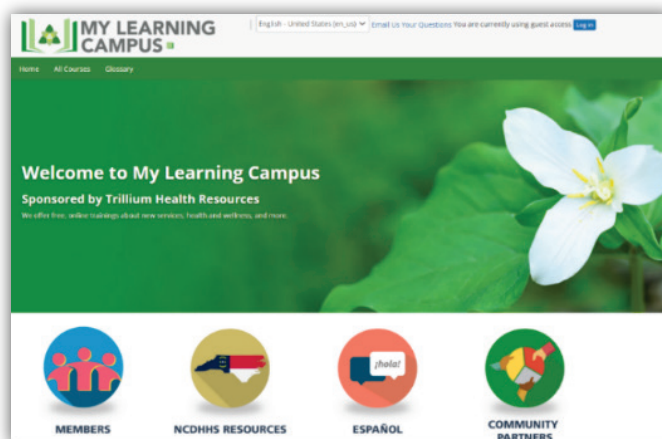
[English Survey](#)

[Encuesta en Español](#)

MY LEARNING CAMPUS

Have you visited My Learning Campus lately? Our free, online training website has courses on healthy eating, the NC Innovations Waiver, and more!

NEW We now offer courses in Spanish and link to trainings from the North Carolina Department of Health and Human Services.



[Start learning today!](#)

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.

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