

To: All Trillium Members/Recipients and Stakeholders

From: Cindy Ehlers, Executive Vice President

Date: May 15, 2025

Subject: Tailored Plan Launch, Tailored Plan Important Dates, Consolidation Town Halls, Take Pride in Your Health Summit, Healthy Opportunities Pilot Launch

TAILORED PLAN LAUNCH

Tailored Plans - Information for Members

Tailored Plans are made to serve you.

Tailored Plans are specifically designed to serve the complex needs of individuals with significant behavioral health disorders, intellectual and developmental disabilities, and traumatic brain injury — populations Trillium and all other LME/MCOs have long served. The Tailored Plans will also serve uninsured individuals currently receiving state-funded services, regardless of their diagnosis.

Some members will remain in Medicaid Direct; please follow any instructions in the letters you will get later this year.

The Department of Health and Human Services announced the new launch date for the Behavioral Health and Intellectual/Developmental Disabilities (I/DD) Tailored Plans. The Trillium Tailored Plan will launch on July 1, 2024.

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 our website](#) for more information.

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](#)

TAILORED PLAN IMPORTANT DATES

If your NC Medicaid will move to a Tailored Plan, a letter will be mailed to you in mid-April 2024.

If you have NC Medicaid, your health plan may move to a Tailored Plan if you get services related to:

-  Serious mental illness (SMI)
-  Severe substance use disorders (SUD)
-  Intellectual/developmental disabilities (I/DD)
-  Traumatic brain injuries (TBI)

Didn't get a letter? If you think you should be in a Tailored Plan, call the NC Medicaid Enrollment Broker at 1-833-870-5500 (TTY: 711 or [RelayNC.com](https://www.relaync.com)). You may also need to [update your address](#).

Timeline:

Mid-April 2024

Letters will be mailed to those moving to a Tailored Plan. Some people may get a letter saying they have the choice to move to a Tailored Plan. The letter gives instructions on how to pick a primary care provider. You should [check to see if your providers are in your Tailored Plan's network](#).

May 15, 2024

This is the last day to [pick a primary care provider \(PCP\)](#). If you do not pick a PCP, one will be assigned to you. You can still change your PCP later.

May 16, 2024

You can start scheduling non-emergency medical transportation (NEMT) for appointments on or after July 1, 2024. You can call Trillium at 1-877-685-2415 to schedule rides.

Late May 2024

A welcome packet and new member health plan ID card will be mailed from Trillium. Your primary care provider (PCP)'s information will be included.

July 1, 2024

Tailored Plans begin! Start seeing providers (doctors and specialists) in your Tailored Plan's network.

CONSOLIDATION TOWN HALLS

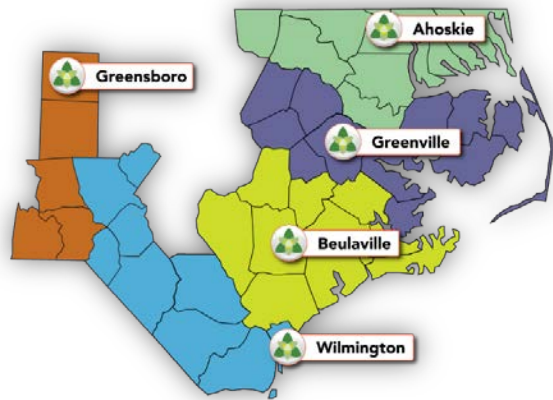
Trillium now serves 46 counties as of February 1, 2024.

Our primary purpose is making sure our members have the highest quality care, delivered in the right amount at the right time. We will protect care continuity by honoring all provider contracts (for those in good standing and serving members in affected counties). It is important that members remain with their current provider or care manager.

We are hosting town halls in many of these new counties to meet you and learn about your needs; visit our website at <https://www.trilliumhealthresources.org/consolidation> to view the dates, times, and locations.

Current schedule below will be updated as more locations are booked:

- ▲ [Wayne County - 05/15/2024](#)
- ▲ [Duplin County - 05/20/2024](#)
- ▲ [Lenoir County - 05/21/2024](#)
- ▲ [Sampson County - 06/04/2024](#)
- ▲ [Robeson County - 06/04/2024](#)
- ▲ [Moore County - 06/25/2024](#)
- ▲ [Richmond County - 07/16/2024](#)
- ▲ [Anson County - 07/16/2024](#)
- ▲ [Randolph County - 07/17/2024](#)
- ▲ [Montgomery County - 07/17/2024](#)



TAKE PRIDE IN YOUR HEALTH

A healthy, fulfilled life means feeling good inside and OUT. Building an inclusive, accepting world lays the path for full happiness and health for LGBTQ+ people. Join Trillium as we work towards that world and strengthen health for all. Topics include 988 and the Trevor Project, HIV/AIDS, and the Safe Zone Project. Celebrate and boost LGBTQ+ health at the Take PRIDE in Your Health Summit event!

- ▲ [Registration link](#)

Take PRIDE in Your Health 
Trillium Health SUMMIT

Koury Convention Center
Sheraton Greensboro at Four Seasons
3121 West Gate City Boulevard
Greensboro, NC 27407

TUES. June 18
10am-3pm

Register for free today!
bit.ly/4aYrTAL
Lunch will be provided.
Check-in at 9:30 a.m.

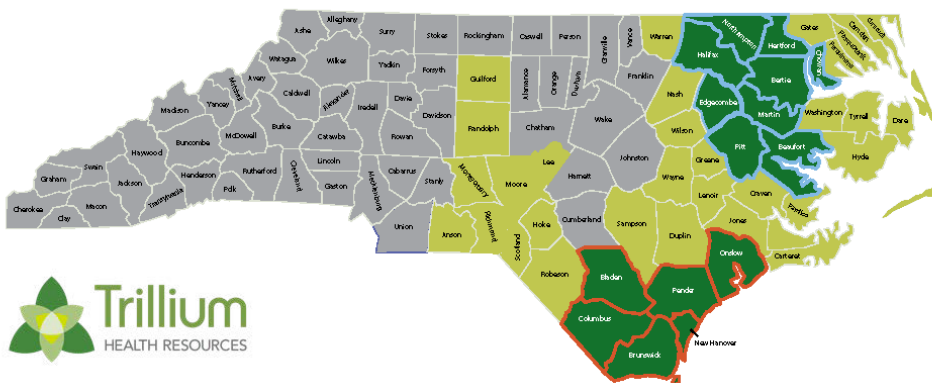
Special Guest:
Kody Kinsley
Secretary of the North Carolina
Department of Health and Human Services

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For more information visit TrilliumHealthResources.org

HEALTHY OPPORTUNITIES PILOT LAUNCH

WHERE IN TRILLIUM WILL HEALTHY OPPORTUNITIES PILOTS OPERATE?



TRILLIUM COUNTIES NOT IN THE PILOT, BUT SERVED BY **NEIGHBORHOOD CONNECTIONS**

TRILLIUM COUNTIES IN THE **HEALTHY OPPORTUNITIES PILOT**

OUTLINED COUNTIES SERVED BY **ACCESS EAST**

OUTLINED COUNTIES SERVED BY **COMMUNITY CARE OF THE LOWER CAPE FEAR**

NCDHHS is launching the Healthy Opportunities Pilot for eligible Medicaid members living in certain counties. The Healthy Opportunities Pilot is testing the impact of providing non-medical resources like housing, food and transportation to Medicaid enrollees. Trillium will work with NCDHHS and other designated entities to:

1. Help members find the services they need when they need them.
2. Make sure there is a diverse group of people participating.
3. Improve number of agencies providing these resources.

The Healthy Opportunities Pilot program will be available for eligible Trillium members starting May 15, 2024. Please [visit our website](#), talk to your care manager, or call 1-877-685-2415 for more information.

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.

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.