

**To:** All Trillium Members/Recipients and Stakeholders

**From:** Cindy Ehlers, Executive Vice President

**Date:** June 14, 2025

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

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 LAUNCH



The Trillium Tailored Plan will launch on July 1, 2024. Welcome packets are being mailed and new information is [posted on our website](#).

Beneficiaries who will be covered by the Tailored Plans will receive behavioral health, I/DD, TBI, and physical health care as they do today. We will continue serving members in NC Medicaid Direct, along with those who are uninsured.

Please follow us on [Facebook](#), and sign up to receive [text messages](#).

## IMPORTANT DATES AND TRILLIUM TAILORED PLAN INFORMATION SESSION

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:

#### 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.

#### June 1, 2024

New Nurse Line and Pharmacy Line launched.

##### Pharmacy Benefits (for Tailored Plan Medicaid Members only)

1-866-245-4954

Monday – Saturday, 7 a.m. – 6 p.m.

Please use this line if you have questions about a medication.

##### Nurse Line (for Tailored Plan Medicaid Members only)

1-877-685-2415

Available 24 hours a day, seven days a week

Please use this line for medical information and questions.

#### June 20, 2024

We are hosting a virtual information session to share more information about the Tailored Plan. Please [click this link](#) on Thursday, June 20 at 6pm to watch and ask any questions.

## July 1, 2024

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

## CONSOLIDATION TOWN HALLS

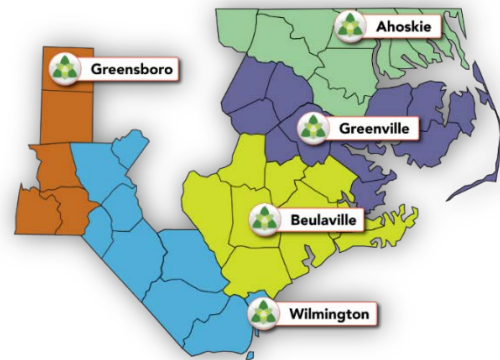
Trillium now serves 46 counties as of February 1, 2024.

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:

- 🌱 [Edgecombe County - 06/20/2024](#)
- 🌱 [Richmond County - 07/16/2024](#)
- 🌱 [Moore County - 06/25/2024](#)
- 🌱 [Randolph County - 07/17/2024](#)
- 🌱 [Wilson County - 06/24/2024](#)
- 🌱 [Montgomery County - 07/17/2024](#)
- 🌱 [Lee County - 06/25/2024](#)
- 🌱 [Guilford County - 07/30/2024](#)
- 🌱 [Anson County - 07/16/2024](#)



## TAKE PRIDE IN YOUR HEALTH

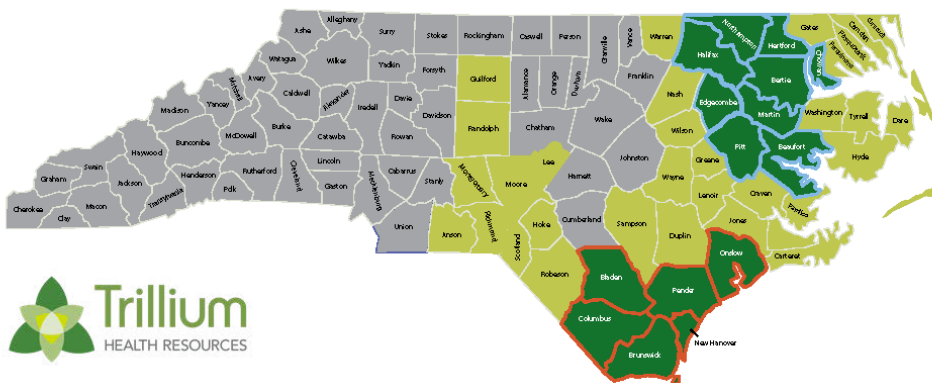
A healthy, fulfilled life means feeling good inside and OUT. Building an inclusive, accepting world lays the path for full happiness and health for LGBTQ+ people. Join Trillium as we work towards that world and strengthen health for all. Topics include 988 and the Trevor Project, HIV/AIDS, and the Safe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

- 🌱 [Registration link](#)

 A purple and white poster for the 'Take PRIDE in Your Health Trillium Health SUMMIT'. It features a large rainbow ribbon graphic. Text includes: 'Koury Convention Center, Sheraton Greensboro at Four Seasons, 3121 West Gate City Boulevard, Greensboro, NC 27407'. The event is on 'TUES, June 18, 10am-3pm'. Registration is free at [bit.ly/6aVYtAL](http://bit.ly/6aVYtAL). Lunch is provided, check-in at 9:30 a.m. The special guest is Kody Kinsley, Secretary of the North Carolina Department of Health and Human Services. A photo of Kody Kinsley is shown. The bottom text repeats the mission statement: '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 Youth, Mental Health and HIV/AIDS. Celebrate and boost LGBTQ+ health at the Take PRIDE in Your Health Summit event! For more information visit [TrilliumHealthResources.org](https://www.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](mailto: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.