

Member and Stakeholder Communication Bulletin #44

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September 6, 2024

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

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TAILORED PLAN LAUNCH



The Trillium Tailored Plan launched on July 1, 2024. Welcome packets were mailed and new information is [posted on our website](#). We have also posted the questions and answers from [recent virtual information sessions](#).

Beneficiaries who will be covered by the Tailored Plans will receive behavioral health, I/DD, TBI, and physical health care through Trillium. 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](#).

CAHPS SURVEY

This survey gathers direct feedback from Medicaid beneficiaries about the quality of the home and community based services you receive. Your individual answers will not be shared with NC Medicaid health plans or any of your providers. If you choose to participate, your answers will help find ways to improve the services you receive.

Please be on the lookout in your mail for a letter alerting you about a survey from NC Department of Health and Human Services, care of DataStat. If you or your guardian received this letter, you will soon be contacted by the survey team, most likely by a number with an area code of 734. This is a legitimate phone number.

If you receive the following services, you may get a survey:

- 🌱 Community supports
- 🌱 Residential supports
- 🌱 Supported living
- 🌱 Personal care assistance
- 🌱 In-home aides
- 🌱 Vehicle modifications
- 🌱 Assistive technology
- 🌱 Supported Employment
- 🌱 Adult day health services
- 🌱 Nutritional services

VICTORY JUNCTION

Trillium has partnered with Victory Junction, an inclusive camp located on 84 acres in Randleman, N.C., to offer family weekends for Trillium members. Victory Junction provides life-changing camping experiences that are exciting, fun, and empowering, at no cost to campers or their families.

Victory Junction provides a chance for families to bond together. Members build self-confidence in their abilities while having fun.



All activities are inclusive and suitable to people of all ages with different needs and diagnoses. Victory Junction has an on-site medical center, food service with special foods according to diet needs, and cabins that sleep up to eight individuals.

NEW DATES FOR FALL 2024!

Trillium Family Weekend at Victory Junction!

September 27-29, 2024 | Application Deadline: Friday September 13, 2024

October 4-6, 2024 | Application Deadline: Friday September 20, 2024

October 25-27, 2024 | Application Deadline: Friday October 11, 2024

Come experience the magic of camp with us! Spots are limited! [Complete the Fall 2024 Interest Form](#) to begin your application. Check the [Fall 2024 flier](#).

TAILORED CARE MANAGEMENT INFORMATION

NCDHHS has launched a webpage dedicated to [Tailored Care Management](#).

It includes common questions and answers, details on who is eligible, and more.

Tailored Care Management (TCM) is a free service from NC Medicaid for people who have a serious mental illness, a severe substance use disorder, an intellectual/developmental disability or a traumatic brain injury.

Tailored Care Management pairs you with an expert who knows the system, a Tailored Care Manager.

Your Tailored Care Manager helps you navigate the health care system. They help manage your health and wellbeing — so you don't have to do it all by yourself. They can even help with basic needs like food, transportation and housing.

Tailored Care Management is free, and it is your choice to use it. It does not change or replace your other services. **You may have already been assigned a Tailored Care Manager who is ready to help you today.**

SUICIDE PREVENTION AND AWARENESS SUMMIT

Trillium is hosting a Suicide Prevention and Awareness Summit in Wilson on September 27. **The event is free, but [registration is required](#).**

Lunch will be provided.

The banner features a wood-grain background with a purple header bar. The text 'Suicide Prevention & Awareness SUMMIT' is in white on the purple bar. Below, the Trillium Health Resources logo (a green trillium flower) is on the left. To its right, 'SEPTEMBER SUICIDE PREVENTION AWARENESS MONTH' is written in blue and purple, with a purple and blue awareness ribbon to the right. The SAMHSA logo is at the bottom right of the ribbon. A green section contains event details: 'September 27, 2024', '9:30 a.m. – 4 p.m.', 'Lunch will be provided.', and the location 'Barton College, Kennedy Theater, 400 Atlantic Christian College Dr NE, Wilson, NC 27893'. A paragraph of text follows: 'Suicide prevention is up to all of us. Join us to hear from professionals and individuals with lived experience. They will share impactful strategies and best practices for suicide prevention. With the right tools and resources, we can save lives and support those in crisis.' The bottom section features the Barton College logo (a torch) on the left and a dark blue box with '988 SUICIDE & CRISIS LIFELINE' in white on the right.

Suicide Prevention & Awareness **SUMMIT**

 **Trillium**
HEALTH RESOURCES

SEPTEMBER
**SUICIDE
PREVENTION**
AWARENESS MONTH


SAMHSA

September 27, 2024
9:30 a.m. – 4 p.m.
Lunch will be provided.

Barton College, Kennedy Theater
400 Atlantic Christian College Dr NE
Wilson, NC 27893

Suicide prevention is up to all of us. Join us to hear from professionals and individuals with lived experience. They will share impactful strategies and best practices for suicide prevention. With the right tools and resources, we can save lives and support those in crisis.

 **BARTON**
COLLEGE

988 SUICIDE & CRISIS
LIFELINE

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.

