

Member and Stakeholder Communication Bulletin #46

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January 6, 2025

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TAILORED PLAN LAUNCH AND TAILORED CARE MANAGEMENT

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 [our virtual information sessions](#).

Beneficiaries who covered by the Tailored Plans 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, for behavioral health, TBI, and I/DD services.



Tailored Care Management (TCM) is available at no cost to members and pairs you with a specially trained health care worker who knows the health care system: a Tailored Care Manager. A Tailored Care Manager can assist with managing your health conditions, finding providers who take Medicaid, and more. Most Tailored Plan members are eligible for TCM and choose where they receive TCM.

If you want to learn more about TCM, please click the links below.

 [NCDHHS TCM](#)

 [Trillium Member TCM](#)

Tailored Care Management 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.

1915I INFORMATION

The 1915i services are for members who want support to live in their home communities. These services are non-medical behavioral health services, such as supported employment. They are provided at a member's home or residence or community, and are not for members living in an institution.

Please note: 1915(i) services replace the previous 1915 (b)(3) services.

To learn more, please [visit our website](#) to watch a short video or review the flier below.

1915(i) Medicaid Home and Community-Based Services
Free services to help you be independent



Picture of a caregiver for a family member.

NC Medicaid's new **"1915(i) services"** help you live more independently in your home and community, and give your caregivers the support they need. These services are for people with serious mental illness, severe substance use disorders, traumatic brain injuries or intellectual/developmental disabilities.

Services Include:

-  **Respite care**
Breaks for caregivers, including overnight and weekend care
-  **Supported Employment**
Helps you find and keep a job that's right for you
-  **Individual Placement and Support Services**
Job help for those with severe mental illness or substance use disorders
-  **Individual and Transitional Support**
Helps you find housing, manage your finances and more
-  **Community Living and Support**
Helps you learn to perform daily activities, like bathing and dressing
-  **Community Transition**
Helps you move from an institutional setting back to your community

To find out which services you might be eligible for, call your health plan below. Or call your Tailored Care Manager or care coordinator, if you have one.

- Alliance Health 1-800-510-9132
- Partners Health 1-888-235-4673
- Trillium Health 1-877-685-2415
- Vaya Total Care 1-800-962-9003

If you got these services before July 2024 (when they were called "1915 b(3)" services) you may need to take action to keep them. Call your health plan.

Learn more at: medicaid.nc.gov/1915i

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.

New Dates for Spring 2025!

Trillium Family Weekend at Victory Junction!

April 4-6, 2025 | Application Deadline: Friday March 21, 2025

April 11-13, 2025 | Application Deadline: Friday March 28, 2025

To start an application, click the flier below:



TRILLIUM FAMILY WEEKENDS AT VICTORY JUNCTION
April 4-6, 2025 | April 11-13, 2025

A weekend full of togetherness and unforgettable fun! Victory Junction empowers campers of all abilities with life-changing camp experiences at no cost to them or their families.

Victory Junction will host Trillium families at their property in Randleman, NC. Paddle out or catch a big-eyed fish at Victory Junction Lake. Become your own Picasso in the Art Lab. Kick it up at the NASCARnival and more!

***Come make some memories with us.
All ages and abilities welcome.***

Ready to join? Start your application process below with the following steps!

- Complete the Interest Form to receive a referral from Trillium.
- Check your inbox for a unique link to apply for a Trillium Family Weekend from Victory Junction Camper Admissions. Use the link to complete all profiles, forms, and application questions for each person attending in your party.
- Applications are reviewed in the order they are received.

Spring 2025 Interest Form

*Applications are accepted on a first-come, first-served basis and slots cannot be guaranteed. The Primary Camper must be a child or adult member with Trillium.

Covid-19 Statement: Victory Junction highly recommends proof of a COVID-19 vaccination for each person attending in your party who are ages 5 and up who will be on-site during Trillium Fall Family Weekends, but ultimately the COVID-19 vaccination is optional. Self-pre-testing & reporting will be required for all (within 48 hours of check-in).






Application Deadlines:
March 21, 2025
March 28, 2025



NEW PLAYGROUND IN LUMBERTON

**NEW
inclusive
Playground
opening!**

**get outside
and play
together**

 **Kiwanis**
Project by Kiwanis
of Robeson-Lumberton

 **Trillium**
HEALTH RESOURCES
Ribbon cutting sponsored by
Trillium Health Resources

Ribbon Cutting:
January 8, 2025, 12 – 2 p.m.
**Dr. Raymond B. Pennington
Athletic Complex**
(also known as Northeast Park)
900 Meadow Rd Lumberton, NC 28358

DUKE HEALTH

As of Jan. 1, 2025, Duke Health is now in Trillium’s provider network. While the Tailored Plan launch flexibilities for out-of-network providers does not end until Jan. 31, 2025, Duke is now considered in-network for Trillium members. This applies to Medicaid members in the Tailored Plan only.

LOW INCOME ENERGY ASSISTANCE PROGRAM

The Low Income Energy Assistance Program (LIEAP) is a federally-funded program that provides for a one-time vendor payment to help eligible households pay their heating bills.

Households including a person aged 60 or older or disabled persons receiving services through the NC Division of Aging and Adult Services are eligible to sign up for assistance from Dec. 1 – 31. All other households may apply from Jan. 1 – March 31 or until funds are exhausted.

Please visit ncdhhs.gov/divisions/social-services/energy-assistance/low-income-energy-assistance-lieap for more information on eligibility and how to apply.

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.

