

# Member and Stakeholder Communication Bulletin #47

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February 21, 2025

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 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](https://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**



# WHAT IS EPSDT?

NC Medicaid covers regular wellness checks for children.

You may hear this called “Early and Periodic Screening, Diagnostic, and Treatment,” or EPSDT. These visits include physical health checks, immunizations, lab testing, and education. If you have a child under the age of 21, please talk to your care manager or primary care provider about requesting these services.

### Screening services include:

- 🌱 Routine physical examinations
- 🌱 Behavioral health screening
- 🌱 Immunizations
- 🌱 Vision testing
- 🌱 Hearing testing
- 🌱 Oral health assessments
- 🌱 And more!



[Visit our website](#) for more information.

# JOIN OUR CONSUMER AND FAMILY ADVISORY COMMITTEE!

The Consumer and Family Advisory Committee is an advisory group devoted to enhancing care for individuals we serve. Each member is either an individual with a serious behavioral health diagnosis (Mental Health, Substance Use (MH/SUD), Traumatic Brain Injury (TBI), or Intellectual/Developmental Disability (I/DD) or a family member of a person who does.

If you want to learn more, [follow them on Facebook](#) or [read the brochure](#). Regional meetings are held each month; you can join in person or through an online link. Joining CFAC is an important way to have your voice be a part of decisions we are making!

**Mission**  
The Consumer and Family Advisory Committee is an advisory group for our communities devoted to enhancing care for individuals with serious mental health, intellectual/developmental disabilities, traumatic brain injury, and substance use disorders. Our mission is to ensure that the development and delivery of services and supports remain responsive to the wellbeing of the people served. CFAC is the representative voice for individuals and their families who utilize serious mental health, intellectual/developmental disability, traumatic brain injury, and substance use disorder services throughout each of our regions.



**Contact Us**  
Trillium Health Resources  
201 West First Street  
Greenville, NC 27638  
1-866-998-2597

If you are interested in becoming a CFAC member, please call Trillium at the number above and ask to speak with the CFAC representative. You may also send an email to [info@trilliumnc.org](mailto:info@trilliumnc.org)

**Trillium Health Resources**  
Corporate Headquarters  
201 West First St. Greenville, NC 27638  
Member & Recipient Services  
1-877-685-2415  
Behavioral Health Crisis Line  
1-888-302-0738  
Nurse Line  
1-877-685-2415  
[trilliumhealthresources.org](http://trilliumhealthresources.org)

**Trillium Health Resources** oversees serious behavioral health, traumatic brain injury, and intellectual/developmental disability services in North Carolina. Trillium helps individuals with Medicaid or state funding for their care through the Trillium Tailored Plan and NC Medicaid Direct. For those on the Trillium Tailored Plan, we cover physical health care and pharmacy services as well. Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can get free materials in large print and other auxiliary aids and services. Call **1-877-685-2415** (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call **1-877-685-2415** (TTY/TDD 711).

**Spanish (Español):** Puede obtener materiales gratuitos en letra grande y otros auxilios y servicios auxiliares. Llame al **1-877-685-2415** (TTY/TDD 711). Si el inglés no es su primer idioma, servicios de interpretación gratuita están disponibles. Llame al **1-877-685-2415** (TTY/TDD 711).

**Sign Language (Chinese):** 您可以獲得免費的輔助工具與服務，包括大字體材料以及手語翻譯服務。請致電 **1-877-685-2415** (TTY/TDD 711)。如果您需要手語翻譯服務，請致電 **1-877-685-2415** (TTY/TDD 711)。如果您需要免費的大字體材料或輔助工具，請致電 **1-877-685-2415** (TTY/TDD 711)。如果您需要免費的輔助工具與服務，請致電 **1-877-685-2415** (TTY/TDD 711)。

Revised: July 2024 TP-12407-0042-X9999

**CFAC**  
Consumer & Family Advisory Committee

**CONSUMER & FAMILY ADVISORY COMMITTEE**



**Trillium**  
HEALTH RESOURCES  
Transforming Lives. Building Community Well-Being.

## HEART HEALTH SYMPOSIUM



# Heart Health SYMPOSIUM

#OurHearts



**Self-care  
for your heart  
is really self-care  
for your whole self.**

**What to Expect:**

- Speakers with subject experience
  - Informative Workshop
  - Importance of health screenings
- ASL and Spanish Interpreters onsite for this event.

**Heart disease doesn't take a break—so neither should we.** Let's come together to learn, grow, and take charge of our hearts.

**Friday, February 28, 2025**

Check-In 8:30 a.m.

**9 a.m.–12 p.m.**

Light breakfast will be provided.

**Columbus County  
Administration Building  
4th Floor Meeting Room  
127 W. Webster Street  
Whiteville, NC 28472**

Join us this February for a dynamic and informative event dedicated to raising awareness about cardiovascular health. If you are wanting to improve your heart health or learn the latest in prevention strategies, this symposium is for you! Whether you're an at risk, a caregiver, or simply passionate about heart health, our symposium offers valuable tools to empower you and your loved ones to live healthier, happier lives.

**You can't beat a healthy heart.**

Reserve Your Spot Today for This Free Event!  
[registration.socio.events/e/columbushearthealth](https://registration.socio.events/e/columbushearthealth)

**[TrilliumHealthResources.org](https://TrilliumHealthResources.org)**

## ANNUAL ID CARD MAILING

Starting in May, Trillium will begin mailing out new Medicaid ID cards to all Tailored Plan members. We are required to mail you a new ID card every 12 months. If you choose a new primary care provider, a new card will be mailed to you. If you lose your card, you can complete a form in the [online member portal](#) or call Trillium Member and Recipient Service Line at 1-877-685-2415.



201 West First St.  
Greenville, NC 27858  
[TrilliumHealthResources.org](http://TrilliumHealthResources.org)

Name: John Doe  
Medicaid #: 912345678A  
DOB: 11/01/1995  
Effective Date: 07/01/2020

PCP Name: New Hanover Medical Center  
9176 Maple Ln.  
Wilmington, NC 27609  
910-336-1908

Rx: PerformRx

RxBIN: 019595

PCN: PRX10811

### IMPORTANT CONTACT INFORMATION

#### For Providers:

Authorizations and Pre-Certification:  
1-855-250-1539

Pharmacy Prior Authorization:  
1-855-662-0277

Out of Network Providers:  
1-855-250-1539

Filing Claims: Please visit  
[TrilliumHealthResources.org/providers/provider-documents-forms](http://TrilliumHealthResources.org/providers/provider-documents-forms)  
and click "Medicaid Direct & Tailored  
Plan Claims Submission Protocol"

#### For Members:

Member Services and Nurse Line:  
1-877-685-2415 (TTY 711)

Behavioral Health Crisis Number:  
1-888-302-0738

Member Pharmacy: 1-866-245-4954

If you suspect a doctor, clinic, hospital, home health service or any other kind of health provider is committing Medicaid fraud, report it. Call 1-919-881-2320.

For a full list of services and benefits available, please visit  
[TrilliumHealthResources.org](http://TrilliumHealthResources.org)

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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.

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