

Member and Stakeholder Communication Bulletin #48

TABLE OF CONTENTS

Tailored Plan Launch And Tailored Care Management.....	1
1915i Information	2
Direct File	3
April Blog.....	3
Camp Easterseals.....	4
Join our Consumer and Family Advisory Committee!.....	4
Annual ID Card Mailing	5

April 14, 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.

[SUBSCRIBE HERE](#)

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

DIRECT FILE

As a North Carolina resident, you may be eligible to file your taxes online directly with the government. Available on the IRS website, Direct File is a simple and secure way to file federal and state taxes for free.

Key features include:

- Live support to answer your questions
- Works on mobile devices, as well as tablets and personal computers
- Available in both English and Spanish

Direct File is available to more than a third of North Carolina taxpayers for the 2025 filing season. Learn more at the NC Department of Revenue's website at ncdor.gov/direct-file or visit directfile.irs.gov to get started now.



APRIL BLOG

April is Alcohol Awareness Month. This month is dedicated to increasing public knowledge and awareness of alcohol, alcohol related issues, and reducing stigma.

KEY FACTS:

- 🍷 Alcohol is the most common substance used among people ages 12 and older in the United States.
- 🍷 Excessive alcohol use is a leading preventable cause of death in the United States.
- 🍷 About 178,000 people die from excessive drinking each year. This is on average 488 deaths per day.
- 🍷 The deaths occur from both drinking alcohol over several years or drinking too much on one occasion.

Learn more on [this month's blog on our website](#).

CAMP EASTERSEALS



Scholarships are now sponsored by Trillium Health Resources! Trillium Campers can experience this wonderful camp for FREE this summer!

Our fully accessible, overnight camp offers children and adults with disabilities the chance to enjoy an exciting experience in a supportive environment with knowledgeable and experienced staff. Every camper is celebrated and empowered to try new things, make friends and create lifelong memories.

ACTIVITIES INCLUDE:

- 🌿 Swimming and canoeing
- 🌿 Zipline, rock wall climbing and the giant swing
- 🌿 Horseback riding
- 🌿 Crafts, science and nature activities!
- 🌿 Dance, Talent Show and Campfire nights

INFORMATION:

Camp Easterseals Virginia is in New Castle, VA. There are various lengths of stay available: six, nine and twelve day sessions. Eligible campers must be a Trillium member (i.e., enrolled in Medicaid and receiving services coordinated by Trillium). Up to 20 campers will be sponsored by Trillium on a first-come first-serve basis.

To apply, please visit eastersealsPORT.com/apply-to-camp-easterseals

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!

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
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
 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

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.

