



## News Release

FOR IMMEDIATE RELEASE  
June 28, 2024

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## Trillium Tailored Plan Launches July 1, 2024

*Health plan will serve Medicaid and uninsured individuals in 46 counties*

**GREENVILLE, NC** – Trillium Health Resources will begin operating the Behavioral Health and Intellectual/Developmental Disabilities Tailored Plan on July 1, 2024. The Trillium Tailored Plan will manage behavioral and physical health services for individuals on NC Medicaid and with the following:

- Serious mental illness (SMI)
- Severe substance use disorders (SUD)
- Intellectual/developmental disabilities (I/DD)
- Traumatic brain injuries (TBI)
- NC Innovations Waiver members, and those on the waitlist

We will continue serving members remaining in NC Medicaid Direct or who are uninsured, just as we do today. Trillium mailed welcome packets to [Tailored Plan Medicaid members](#) and [state-funded recipients](#) starting in May. The packets included letters, appropriate handbooks, and a Medicaid ID card (for Medicaid members only).

Trillium's website now has new information below that has been communicated to our members who will be served by the Trillium Tailored Plan:

- **Physical Health and Pharmacy Services:** New benefits listed for physical health care and pharmacy services for Tailored Plan members.
- **Non-Emergency Medical Transportation:** Tailored Plan members can call Trillium at 1-877-685-2415 for help scheduling transportation to scheduled health appointments taking place on or after July 1. Members in NC Medicaid Direct should continue calling their local Departments of Social Services.



- **Nurse Line:** Tailored Plan members can call 1-877-685-2415 for non-emergency, health-related questions.
- **Physical Health Prevention Programs:** Trillium will address health issues experienced in our communities such as [weight management, diabetes, and heart health](#). Each program offers a range of initiatives from prevention, education, services, and focused interventions targeted at improving individual and community health outcomes.
- **Trillium Advantage (Value-Added Services):** [Trillium Advantage](#) covers services and settings not currently available to members in NC Medicaid. These options are better suited to meet the individual needs of Trillium members that may not be covered by typical services. Examples include cell phones and gym memberships.

Please visit [trilliumhealthresources.org/tailored-plan](http://trilliumhealthresources.org/tailored-plan) or the Trillium [Facebook page](#) for updates as they become available. We are hosting an [online member information session](#) on July 11 at 6 p.m. to help answer questions. [Recordings of our provider trainings](#) have been posted on our website that cover submitting claims, provider resources, and Tailored Care Management.

#### ABOUT TRILLIUM HEALTH RESOURCES

Trillium Health Resources is a leading specialty care manager (LME/MCO) for individuals with substance use, mental illness and intellectual/developmental disabilities in 46 counties in North Carolina. Trillium's mission is to transform the lives of people in need by providing them with ready access to quality care. We take a person-centered approach to health and wellbeing, coordinating care across multiple systems to achieve improved health outcomes, quality of care and efficient use of resources. Trillium is investing in innovation to meet the unique needs of the individuals and communities we serve, and remains focused on delivering the right services, in the right amount, at the right time. For more information, visit [www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org).

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