

Call our Member & Recipient Services at **1-877-685-2415** for access to care or to ask questions.

Services for:

- Intellectual/Developmental Disabilities (I/DD)
- Serious Mental Health and/or Substance Use
- Traumatic Brain Injury (TBI)
- Physical Health and Pharmacy (Tailored Plan Medicaid only)

Emergency or urgent care requested after normal business office hours: Go to hospital emergency department immediately (available **24 hours a day, 365 days a year**) or go to an urgent care clinic

Physical Health (Tailored Plan only)

Adult Preventative: 30 days

Child Preventative: 14 days (up to age six months) or **30 days** (age older than six months)

Pregnant Women: 14 days (1st or 2nd trimester) or **five days** (3rd trimester or high-risk)

Mental Health

Mobile Crisis Management: Within **two hours**

Urgent: Within **24 hours**

Routine: Within **14 days**

Substance Use

Urgent: Within **24 hours**

Routine: Within **48 hours**

Trillium Health Resources

Corporate Headquarters

201 West First St. Greenville, NC 27858

Member & Recipient Services

1-877-685-2415

Behavioral Health Crisis Line

1-888-302-0738

Nurse Line

1-877-685-2415

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).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas 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).

中国人 (Chinese): 您可以申请免费的辅助工具和服务, 包括本资料和其他计划信息的大字版。请致电 **1-877-685-2415** (TTY/TDD 711)。如果英语不是您的首选语言, 我们能提供帮助。请致电 **1-877-685-2415** (TTY/TDD 711)。我们可以通过口头或书面形式, 用您使用的语言免费为您提供本资料中的信息, 为您提供翻译服务, 并且用您使用的语言帮助回答您的问题。



Getting the care you need
when you need it.

GRIEVANCES



Transforming Lives. Building Community Well-Being.

Member and Recipient Services

Please call our **Member and Recipient Services** at **1-877-685-2415**, to connect with our staff. We provide assistance with accessing services, selecting a provider, and answering your questions.

When you call us, a trained staff member will provide a brief screening for serious mental health, substance use and intellectual/developmental disabilities.

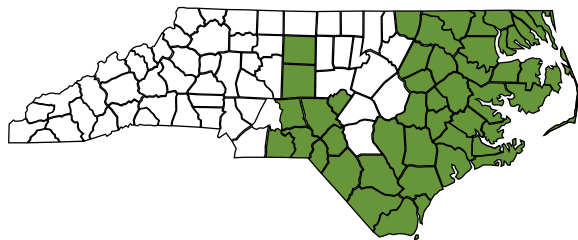
We ask questions to ensure we have correct information in order to direct you to the right services.

Grievances

Contacting us with a grievance means that you are unhappy with your health plan, provider, or your health services. Most problems like this can be solved right away.

Examples of grievances include:

- Wait time at your appointment is too long
- You think staff have been rude
- The provider entrance was too small for a wheelchair
- Billing issues
- Not as many services available where you live



How to Send a Grievance

You can ask a family member, a friend, your provider, or a legal representative to help you with your grievance. If you need our help because of a hearing or vision impairment, or if you need translation services, or help filling out any forms, we can help you.

You can contact us by phone or in writing:

- By phone, call Member and Recipient Services at **1-877-685-2415**, Monday–Saturday 7 a.m.–6 p.m. After business hours, you may leave a message, and we will contact you during the next business day.
- You can write us with your complaint to **201 West First Street, Greenville, NC 27858**.
- Complete a form through the Member and Recipient Portal on our website bit.ly/4bmXjRs.

After you Send a Grievance

Whether we solve your problem right away or need to do some work, we will record your call or written request, your problem, and our solution. We will inform you that we have received your grievance in writing. We will also send you a written notice when we have finished working on your grievance.

Member Rights and Grievances

Under Medicaid, all members have the right to the grievance process to settle any issues: You can also contact the NC Medicaid Ombudsman any time you feel you were not fairly treated.

You can contact the NC Medicaid Ombudsman at **1-877-201-3750** or visit their website ncmedicaidombudsman.org/

Resolving your Grievance

We will let you know in writing that we got your grievance within five days of receiving it.

- We will review your grievance and tell you how we resolved it in writing within **30 days** of receiving your complaint.
- If your grievance is about your request for an expedited (faster) appeal, we will tell you how we resolved it in writing within **five days** of getting your grievance.
- Trillium may extend the timeframes for resolution of a grievance by up to **14 calendar days** if:
 - If you request the extension or Trillium determines that there is a need for additional information and the delay is in the member's interest.
- If the timeframe is extended other than at the member's request, Trillium will:
 - Make reasonable efforts to give you verbal notice of the delay;
 - Within two calendar days, provide written notice and inform you of the right to file a grievance if you disagree with that decision; and
 - Resolve the grievance as quickly as possible to ensure there is no impact to your health.
- If you are not happy with the resolution of your grievance, you have the right to file an appeal. Your resolution letter will have instructions for how to do that or you can call **1-877-685-2415** for help.

No Wrong Door

You can also tell your grievance to any provider you see, including your primary care provider, non-emergency medical transportation, or a specialist. They will share the information with Trillium and we will follow up using the steps listed on this brochure.