



07/22/2024

Jane Doe
1234 Main St.
Wilmington, NC 28401

WELCOME TO TRILLIUM HEALTH RESOURCES (TRILLIUM).

You are a recipient for State-funded services through Trillium if you do not have insurance, or have insurance that may not cover some services. We strive to help you get the services you need to improve well-being and live a fulfilling life. We manage services for mental health, substance use disorders, intellectual/developmental disabilities (I/DD), and traumatic brain injuries (TBI) in our region.

Trillium is your health plan for Behavioral Health or I/DD services. We contract with a network of providers including social workers, substance use counselors, direct support staff, nurses, psychologists, and psychiatrists.

Enclosed you will find a Recipient Handbook. For more information about Trillium, visit our website at TrilliumHealthResources.org.

You will find information to help you access available care, your rights and responsibilities, and more:

- Recipient Handbook
- Benefit Plan & Service Definitions
- Provider Network Directory

Please call **Member and Recipient Services** at **1-877-685-2415** to be connected to services or for help in choosing a provider. It is a toll free number, answered Monday through Saturday, 7a.m.–6 p.m.

Trillium offers time-limited Case Management for State-funded members. If you need help navigating services or finding resources in the community, please contact our Recipient Services team at the number above to find out if you are eligible to receive Case Management.

You can also call the **Behavioral Health Crisis Line** at **1-888-302-0738** at any time for immediate access to trained, licensed professionals who provide assistance for any type of behavioral health issue. If you are experiencing a life-threatening emergency, please call **9-1-1**.





Auxiliary aids and interpretation services

You can request free auxiliary aids and services, including this material and other information in large print. Call 1-877-685-2415 (TTY/TDD 711). If English is not your first language, we can help. Call 1-877-685-2415 (TTY/TDD 711). We can give you, free of charge, the information in this material in your language orally or in writing, access to interpreter services, and can help answer your questions in your language.

Español (Spanish): Puede solicitar ayudas y servicios auxiliares gratuitos, incluyendo este material y otra información en letra grande. Llame al 1-877-685-2415 (TTY/TDD 711). Si el inglés no es su lengua nativa, podemos ayudarle. Llame al 1-877-685-2415 (TTY/TDD 711). Podemos ofrecerle, de forma gratuita, la información de este material en su idioma de forma oral o escrita, acceso a servicios de interpretación y podemos ayudarle a responder a sus preguntas en su idioma.

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。

Tiếng Việt (Vietnamese): Bạn có thể yêu cầu các dịch vụ và hỗ trợ phụ trợ miễn phí, bao gồm tài liệu này và các thông tin khác dưới dạng bản in lớn. Gọi 1-877-685-2415 (TTY/TDD 711). Nếu Tiếng Anh không phải là ngôn ngữ mẹ đẻ của quý vị, chúng tôi có thể giúp quý vị. Gọi đến 1-877-685-2415 (TTY/TDD 711). Chúng tôi có thể cung cấp miễn phí cho quý vị thông tin trong tài liệu này bằng ngôn ngữ của quý vị dưới dạng lời nói hoặc văn bản, quyền tiếp cận các dịch vụ phiên dịch, và có thể giúp trả lời các câu hỏi của quý vị bằng chính ngôn ngữ của quý vị.

한국인 (Korean): 귀하는 무료 보조 자료 및 서비스를 요청할 수 있으며, 여기에는 큰 활자체의 자료 및 기타 정보가 있습니다. 1-877-685-2415 (TTY/TDD 711) 번으로 전화주시기 바랍니다. 영어가 모국어가 아닌 경우 저희가 도와드리겠습니다. 1-877-685-2415 (TTY/TDD 711)번으로 전화주시기 바랍니다. 저희는 귀하께 구두로 또는 서면으로 귀하의 언어로 된 자료의 정보를, 그리고 통역 서비스의 사용을 무료 제공해 드리며 귀하의 언어로 질문에 대한 답변을 제공해 드리겠습니다.

Français (French): Vous pouvez demander des aides et des services auxiliaires gratuits, y compris ce document et d'autres informations en gros caractères. Composez le 1-877-685-2415 (TTY/TDD 711). Si votre langue maternelle n'est pas l'anglais, nous pouvons vous aider. Composez le 1-877-685-2415 (TTY/TDD 711). Nous pouvons vous fournir gratuitement les informations contenues dans ce document dans votre langue, oralement ou par écrit, vous donner accès aux services d'un interprète et répondre à vos questions dans votre langue.





Hmoob (Hmong): Koj tuaj yeem thov tau cov khoom pab cuam thiab cov kev pab cuam, suav nrog rau tej ntaub ntauv no thiab lwm lub phiaj xwm tej ntaub ntauv kom muab luam ua tus ntauv loj. Hu rau 1-877-685-2415 (TTY/TDD 711). Yog tias Lus Askiv tsis yog koj thawj hom lus hais, peb tuaj yeem pab tau. Hu rau 1-877-685-2415 (TTY/TDD 711). Peb tuaj yeem muab tau rau koj yam tsis sau nqi txog ntawm tej ntaub ntauv muab txhais ua koj hom lus hais ntawm ncauj los sis sau ua ntauv, mus siv tau cov kev pab cuam txhais lus, thiab tuaj yeem pab teb koj cov lus nug hais ua koj hom lus.

(Arabic) عربي

ي ذلك، هذا المستند ومعلومات أخرى حول الخطة بأحرف كبيرة. اتصل
يمكنك طلب الخدمات والمساعدات الإضافية المجانية بما ف
على الرقم

(TTY/TDD 117)5142-586-778-1 .

يمكننا أن (TTY/TDD 117)5142-586-778-1 . إذا كانت اللغة الإنجل ر بية ليست لغتك الأولى، فيمكننا المساعدة. اتصل على الرقم
ي هذا المستند بلغتك شفهيًا أو كتابيًا إلى خدمات
نقدم لك المعلومات الواردة ف

Русский (Russian): Вы можете запросить бесплатные вспомогательные средства и услуги, включая этот справочный материал и другую информацию напечатанную крупным шрифтом. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711). Если английский не является Вашим родным языком, мы можем Вам помочь. Позвоните по номеру 1-877-685-2415 (TTY/TDD 711) Мы бесплатно предоставим Вам более подробную информацию этого справочного материала в устной или письменной форме, а также доступ к языковой поддержке и ответим на все вопросы на Вашем родном языке.

Tagalog (Tagalog): Maaari kang humiling ng libreng mga auxiliary aid at serbisyo, kabilang ang materyal na ito at iba pang impormasyon sa malaking print. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Kung hindi English ang iyong unang wika, makakatulong kami. Tumawag sa 1-877-685-2415 (TTY/TDD 711). Maaari ka naming bigyan, nang libre, ng impormasyon sa materyal na ito sa iyong wika nang pasalita o nang pasulat, access sa mga serbisyo ng interpreter, at matutulungang sagutin ang mga tanong sa iyong wika.

ગુજરાતી (Gujarati): તમે આ સામગ્રી અને મોટી પ્રિન્ટમાં અન્ય માહિતી સહિત મફત સહાયક સહાય અને સેવાઓની વિનંતી કરી શકો છો. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. જો અંગ્રેજી તમારી પ્રથમ ભાષા નથી, તો અમે મદદ કરી શકીએ છીએ. 1-877-685-2415 (TTY/TDD 711) પર કોલ કરો. અમે તમને આ સામગ્રીની માહિતી તમારી ભાષામાં મૌખિક અથવા લેખિતમાં મફત આપી શકીએ છીએ, દુભાષિયા સેવાઓની એક્સેસ આપી શકીએ છીએ અને તમારી ભાષામાં તમારા પ્રશ્નોના જવાબ આપવામાં મદદ કરી શકીએ છીએ.

ខ្មែរ (Khmer): អ្នកអាចស្នើសុំជំនួយ និងសេវាកម្មជំនួយដោយឥតគិតថ្លៃ រួមទាំងសម្ភារៈនេះ និងព័ត៌មានផ្សេងទៀតជាទម្រង់បោះពុម្ពផ្សំ។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។ ប្រសិនបើភាសាអង់គ្លេសមិនមែនជាភាសាដំបូងរបស់អ្នក យើងអាចជួយបាន។ ទូរស័ព្ទទៅ 1-877-685-2415 (TTY/TDD 711)។

យើងអាចផ្តល់ឱ្យអ្នកដោយមិនគិតថ្លៃនូវព័ត៌មាននៅក្នុងឯកសារនេះជាភាសារបស់អ្នកផ្ទាល់មាត់ ឬជាលាយលក្ខណ៍អក្សរ ការចូលទៅកាន់សេវាកម្មអ្នកបកប្រែ និងអាចជួយឆ្លើយសំណួររបស់អ្នកជាភាសារបស់អ្នក។



Deutsch (German): Sie können kostenlose Hilfsmittel und Services anfordern, darunter diese Unterlagen und andere Informationen in Großdruck. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711). Sollte Englisch nicht Ihre Muttersprache sein, können wir Ihnen behilflich sein. Rufen Sie uns an unter 1-877-685-2415 (TTY/TDD 711) Wir können Ihnen die in diesen Unterlagen enthaltenen Informationen kostenlos mündlich oder schriftlich in Ihrer Sprache zur Verfügung stellen, Ihnen einen Dolmetscherdienst vermitteln und Ihre Fragen in Ihrer Sprache beantworten.

हिंदी (Hindi): आप इस सामग्री और बड़े प्रिंट में अन्य जानकारी सहित मुफ्त सहायक सहायता और सेवाओं का अनुरोध कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। अगर अंग्रेजी आपकी पहली भाषा नहीं है, तो हम मदद कर सकते हैं। 1-877-685-2415 (TTY/TDD 711) पर कॉल करें। हम आपको निःशुल्क इस सामग्री की जानकारी आपकी भाषा में मौखिक या लिखित रूप में दे सकते हैं, दुभाषिया सेवाओं तक पहुंच प्रदान कर सकते हैं, और आपकी भाषा में आपके प्रश्नों के उत्तर देने में सहायता कर सकते हैं।

ພາສາລາວ (Lao): ເຈົ້າອາດຈະຮ້ອງຂໍການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການພຣີ, ເຊັ່ນ: ການສະແດງເອກະສານນີ້ ແລະ ຂໍ້ມູນການວາງແຜນອື່ນໆເປັນພິມໃຫຍ່. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ຖ້າພາສາອັງກິດບໍ່ແມ່ນພາສາກຳເນີດຂອງເຈົ້າ, ກະລຸນາຕິດຕໍ່ພວກເຮົາ. ໂທຫາ 1-877-685-2415 (TTY/TDD 711).

ພວກເຮົາຈະສະໜອງຂໍ້ມູນທີ່ມີຢູ່ໃນເອກະສານສະບັບນີ້ດ້ວຍປາກເປົ່າ

ຫຼືເປັນລາຍລັກອັກສອນໃນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ, ສະໜອງການເຂົ້າເຖິງການບໍລິການການຕີຄວາມໝາຍໃຫ້ທ່ານ, ແລະ ຕອບຄໍາຖາມຕ່າງໆທີ່ທ່ານອາດມີໃນພາສາຂອງທ່ານ.

日本 (Japanese): この資料やその他の計画情報を大きな文字で表示するなど、無料の補助支援やサービスを要請することができます。1-877-685-2415 (TTY/TDD 711)に電話してください。英語が母国語でない方はご相談ください。1-877-685-2415 (TTY/TDD 711)に電話してください。この資料に記載されている情報を、お客様の言語で口頭または書面にて無料でお伝えするとともに、通訳サービスへのアクセスを提供し、お客様のご質問にもお客様の言語でお答えします。





Notice of Non-Discrimination

Trillium Health Resources (Trillium) complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation. Trillium does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Trillium provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Trillium provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, call 1-877-685-2415 (TTY/TDD 711 or 1-800-735-2962). If you believe that Trillium has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Trillium Health Resources
201 West First St.
Greenville, NC 27858

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **online:** ocrportal.hhs.gov/ocr/portal/lobby.jsf
- **by mail:**

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201; or

- **by phone:** **1-800-368-1019** (TDD: 1-800-537-7697)

Complaint forms are available at hhs.gov/ocr/complaints/index.html

