



Transforming Lives. Building Community Well-Being.

## MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #30

**To:** All Trillium Members/Recipients and Stakeholders  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** June 7, 2022  
**Subject:** Text and Email Sign-up, Tailored Plan Information Sessions, Victory Junction Applications Open, Hurricane Preparation, Future Planning, Stay Connected

Trillium Health Resources is pleased to announce that we are one of six managed care organizations awarded a Behavioral Health Intellectual/Developmental Disability (I/DD) Tailored Plan contract to serve members and recipients in our region. Tailored Plans will coordinate integrated services for physical and serious behavioral health care needs. The Tailored Plans will launch on **December 1, 2022**.

Medicaid members and state-funded recipients do not need to do anything at this time. We are starting to share opportunities for members and recipients to learn about changes to procedures, new services available, and what to expect. Please follow our website or social media pages, and sign up to receive [text messages](#).

Trillium shares information with our members, their families or guardians, and our community stakeholders in a variety of ways, including this Member and Stakeholder Communication Bulletin. If you were forwarded this email and have not signed up to receive these notifications, you can do it on the link below.

[SUBSCRIBE HERE](#)

### TEXT AND EMAIL SIGN UP

As we get ready for the Trillium Tailored Plan launch, we will have to ask members and recipients to choose to get emails and text messages. If you would like to keep getting these emails, please [click here](#). You can stop getting emails at any time by following the instructions at the bottom of each email and clicking "Unsubscribe." Please [click here](#) to sign up to get text messages if you would like to get occasionally messages to help improve your health.



Member & Recipient Services - 877-685-2415  
Business & Administrative Matters - 866-998-2597

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

## TAILORED PLAN INFORMATION SESSIONS

### TRILLIUM TAILORED PLAN STARTS DECEMBER 1, 2022.

The Enrollment Broker will start sending letters to eligible Medicaid members and state-funded recipients in August. Trillium will still manage serious mental health, substance use, intellectual/developmental disability, and traumatic brain injury services, just as we do today for those receiving Medicaid or who are uninsured. We will be adding physical health and pharmacy services as well for those receiving Medicaid.



**Trillium Tailored Plan Starts December 1, 2022.**  
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While many things will remain the same, there are some new steps and opportunities we want to share with our communities.

**Please join us for live information sessions (virtual) on the dates and times listed.**

**Member & Recipient Services**  
1-877-685-2415

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

**WHO IS TRILLIUM HEALTH RESOURCES?  
WHAT ARE TAILORED PLANS?**



While many things will remain the same, there are some new steps and opportunities we want to share with our communities.

**Please join us for live information session (online) on June 30 at 10am:**

 [Register for this session by clicking here](#)

**Sessions will be online using Webex, but recordings will be posted on our website after each event.**

## VICTORY JUNCTION APPLICATIONS OPEN!

### WE ARE CURRENTLY ACCEPTING APPLICATIONS



Victory Junction is back in 2022! Spots are filling up fast but there are still some left for you and your family to join! If you haven't submitted your interest form yet or if you received an application from Victory Junction but haven't started...submit it today! Don't miss out this spring!

Victory Junction enriches the lives of children with serious illness by providing life-changing camping experiences that are exciting, fun, and empowering at no cost to children or their families.

[Complete the interest form now](#) for the weekend of **June 24-26, 2022.**

## HURRICANE PLANNING

### THE HURRICANE SEASON IS FROM JUNE 1 TO NOVEMBER 30. ARE YOU PREPARED?

Hurricanes require planning for the time periods before, during, and after any storm. The Community Crisis and Disaster Response team created three campaigns to assist members and providers with being prepared in the event of a natural disaster. Please see below for what kinds of information and action items Trillium will share during each phase, and [visit our website](#) for more tips like how you can create a disaster kit.



## FUTURE PLANNING



The Future Planning project provides education and financial assistance to set up accounts to support members after the death of a primary caregiver, and/or assist members with saving money for their future through special types of accounts.

### 🌱 What is a Special Needs Trust?

A type of trust specifically for persons with disabilities that provides goods and services while maintaining the eligibility or current level of needs-based public benefits.

### 🌱 What is an ABLE account?

A tax-advantaged savings account for individuals with disabilities and their families.

▶ [Learn more about ABLE Account](#)

Trillium will pay attorney fees for the consultation and completion of the Special Needs Trust (SNT) or NC ABLE account drafts. In addition to setting up an SNT/ABLE account, some families may decide to align other assets and pursue additional estate planning services with the attorney. They may do so independently with the attorney at their own discretion.

Please [visit our website](#) to learn more or [click here to complete a Future Planning application](#).

## STAY CONNECTED

Having access to reliable cell phone coverage helps you make doctor appointments, schedule transportation, and lessens feelings of loneliness. Our Stay Connected program supplies prepaid cell phones with unlimited data, talk, and text for one year.

To be eligible for Stay Connected, applicants must meet the following requirements:

1. Be a Trillium member.
2. Have limited or no access to their own cellular device.

We know that now, more than ever, we all need to Stay Connected. Complete an application by clicking on the link below if you are interested.

### [Stay Connected Application](#)

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As always, members may contact Trillium through our **Member and Recipient Service Line 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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Any questions about this Communication Bulletin may be sent to the following email: [MemberEngagement@TrilliumNC.org](mailto:MemberEngagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on Trillium's website.