



Transforming Lives. Building Community Well-Being.

MEMBER AND STAKEHOLDER COMMUNICATION BULLETIN #32

To: All Trillium Members/Recipients and Stakeholders
From: Cindy Ehlers, Executive Vice President
Date: October 13, 2022
Subject: Tailored Plan Delay, Text and Email Sign-up, Member and Recipient Portal

Trillium Health Resources will soon operate a Behavioral Health Intellectual/Developmental Disability (I/DD) Tailored Plan that serves people in our region. The Tailored Plans will coordinate services for intellectual/developmental disability and serious behavioral health care needs. For Medicaid members placed on the Tailored Plan, services will also include physical health and pharmacy benefits.

TAILORED PLAN DELAY

This launch has been delayed until April 1, 2023. We will share more information soon, but please click here to [visit our website](#) or [the release shared by NC Medicaid](#) to learn more.

Please follow [Facebook](#), and sign up to receive [text messages](#).

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](#)

TEXT AND EMAIL SIGN UP




As we get ready for the Trillium Tailored Plan launch, we are asking all interested members, recipients, and guardians/caregivers 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 occasional messages to help improve your health. As with emails, you can stop getting text messages at any time by responding with "STOPALL."

MEMBER AND RECIPIENT PORTAL

REQUEST CHANGES TO CONTACT INFORMATION, SEND A COMPLAINT, AND MORE

Be sure to visit our website to check out the new Member and Recipient Portal. It includes links to important information and forms to complete if you need to update your contact information. Soon you will also be able to check information on your claims and appeal decisions made by Trillium.

Member:

- 1. AFTER April 1, 2023: If you need to request a new primary care provider (PCP) or Tailored Care Management (TCM) provider, please use the forms below:**
 - [TCM change request form](#)
 - [PCP change request form](#)
- 2. If you need to ask for a new Medicaid ID card or update your contact information, click the link below. Please include your phone number so our staff can double-check the information before updating our files:**
 - [Member and Recipient Portal Requests](#) 
- 3. Please visit the links below if you want to start getting text or email messages:**
 - [Receive emails](#) 
 - [Receive text messages](#) 

State-funded recipients, Medicaid members, and Tailored Plan members (coming in April 2023) will have separate sections in the portal. Visit the portal on our website by [clicking here](#).

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.

Any questions about this Communication Bulletin may be sent to the following email: MemberEngagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.