

Member and Stakeholder Communication Bulletin #45

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October 31, 2024

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TAILORED PLAN LAUNCH AND TAILORED CARE MANAGEMENT



The Trillium Tailored Plan launched on July 1, 2024. Welcome packets were mailed and new information is [posted on our website](#). We have also posted the questions and answers from [our virtual information sessions](#).

Beneficiaries who covered by the Tailored Plans receive behavioral health, I/DD, TBI, and physical health care through Trillium. We will continue serving members in NC Medicaid Direct, along with those who are uninsured, for behavioral health, TBI, and I/DD services.

Tailored Care Management (TCM) is a free service that pairs you with a specially trained health care worker who knows the health care system: a Tailored Care Manager. A Tailored Care Manager can assist with managing your health conditions, finding providers who take Medicaid, and more. Most Tailored Plan members are eligible for TCM and choose where they receive TCM.

If you want to learn more about TCM, please click the links below.

 [NCDHHS TCM](#)

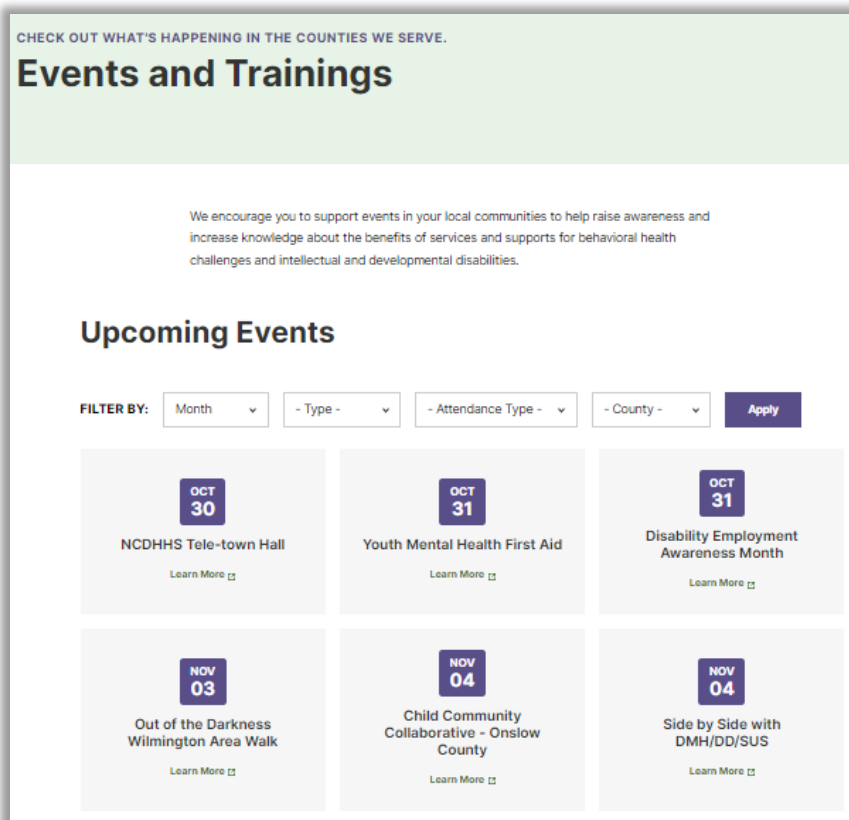
 [Trillium Member TCM](#)

Tailored Care Management is free, and it is your choice to use it. It does not change or replace your other services. You may have already been assigned a Tailored Care Manager who is ready to help you today.

LOCAL EVENTS

Did you know Trillium’s website includes a calendar of local events? We share about events hosted by organizations, Trillium training opportunities, and more. These are wonderful opportunities for education or to meet other people with similar interests.

Visit the [Event and Trainings](#) to find out more.



CHECK OUT WHAT'S HAPPENING IN THE COUNTIES WE SERVE.

Events and Trainings

We encourage you to support events in your local communities to help raise awareness and increase knowledge about the benefits of services and supports for behavioral health challenges and intellectual and developmental disabilities.

Upcoming Events

FILTER BY:

OCT 30 NCDHHS Tele-town Hall Learn More	OCT 31 Youth Mental Health First Aid Learn More	OCT 31 Disability Employment Awareness Month Learn More
NOV 03 Out of the Darkness Wilmington Area Walk Learn More	NOV 04 Child Community Collaborative - Onslow County Learn More	NOV 04 Side by Side with DMH/DD/SUS Learn More

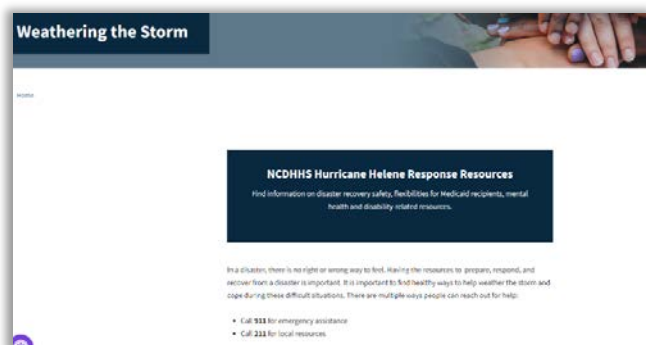
SOMETHINGS

NCDHHS is partnering with Alliance Health and Somethings to provide mental health support to teens across North Carolina. This initiative aims to offer much-needed support to youth impacted by Hurricane Helene.



Somethings is a mental health platform that connects teens and young adults with Certified Peer Support Specialist mentors and can provide referrals to licensed therapists. If you're a teen or know a teen who needs mental health support, visit somethings.com/northcarolina to get connected to support. Services are available via text and video calls after school from 3:00-11:00 p.m. and on weekends.

HURRICANE HELENE RESOURCES



While central and eastern North Carolina experienced a much lower impact from Hurricane Helene than the western part of the state, many Trillium members and providers have been affected. We are sharing resources and flexibilities [on our website](#) for all who need them.

Our page includes a link to the NCDHHS page on their website to share details about Medicaid flexibilities, find open pharmacies, and more.

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 disaster questions.



