

Member and Stakeholder Communication Bulletin #49

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June 20, 2025

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ONE YEAR ANNIVERSARY: TAILORED PLAN

The Trillium Tailored Plan launched on July 1, 2024. Since then, we have enrolled 22,637 members in plan-based Tailored Care Management (TCM). We also enrolled 75,474 members in TCM with external providers. What does this mean? It means that almost 100,000 people are receiving help with managing chronic conditions like diabetes. TCM also helps you with finding the right doctor and answering questions about services.

We are also creating unique care opportunities so that more members can live independently. Trillium has announced the Trillium Ultimate Living Assistant (TULA), Attend Behavior app, and Francis' Cove smart home apartments. These all help members communicate with their care team, set medication reminders, and receive real time support.

Trillium is proud of the positive health outcomes we have seen in our communities since the Trillium Tailored Plan launch. We look forward to continued improvements and results in the years to come.

HEALTHY OPPORTUNITIES PILOT SERVICE UNWINDING

Due to a lack of funding currently available in the North Carolina General Assembly's Senate or House budget bills, the state is stopping 1) all new service authorizations and 2) existing service delivery for all Healthy Opportunities Pilots services until further notice. This means that services provided under the Healthy Opportunities Pilots program will no longer be available after this date, including for individuals currently receiving services. Specifically:

- 🌱 No new Healthy Opportunities Pilots services will be authorized after June 9, 2025, to include Passthrough services.
- 🌱 Existing Healthy Opportunities Pilots services will no longer be delivered after July 1, 2025
- 🌱 Other Medicaid benefits and services will not be affected by this change

Our member services team is available to answer your questions and provide guidance on available alternatives. You can contact us by phone at 1-877-685-2415

While services will stop by July 1, our hope is that this will only be a pause, and Healthy Opportunities can resume once additional funds are appropriated by the General Assembly.

Members who were receiving HOP services will be referred to community-based resources that may be available as an alternative. Members should contact their care manager with questions.

ATTEND BEHAVIOR APP

The Division of Mental Health, Developmental Disabilities and Substance Use Services (DMHDDSUS), in collaboration with Trillium Health Resources, has partnered with [Attend Behavior](#) to deliver innovative, technology-enabled caregiver support across 46 counties. This initiative will bring immediate, virtual access to evidence-based family guidance and parent training for families of children with Autism Spectrum Disorder, Attention-Deficit/Hyperactivity Disorder (ADHD), and Intellectual and Developmental Disabilities (I/DD).

[Learn more and request access on our webpage.](#)



ATTEND | BEHAVIOR
Bring out your child's best behavior

Support for Families of Children with Autism, ADHD and Developmental Disabilities

Attend Behavior is an easy-to-use, online program made for busy parents and caregivers. In just a few minutes each day, you can learn helpful tips to improve behavior and daily life.

- 📱 **Mobile App for Families**
- 📚 **Learn**: The Attend Behavior app includes modules for Learning, Planning, and Coaching.
- 📅 **Plan**: Parent Planner with Notifications, Prevention Strategies, Schedule, and Reminders.
- 🗣️ **Available in Spanish**
- 🏆 **Short lessons** based in behavior science and proven to work.
- 🏠 **Coaching tools** to turn what you learn into every day skills.
- 👤 **Individual support** from an Attend Specialist to get started.
- 📊 **Simple charts** to help spot behavior patterns and track progress.

Trillium Health Resources

Why Families Love Attend Behavior

- “Attend helped me understand my child better. We finally have a routine that works!”
- “Attend gave me tools to respond to behaviors not just react.”

POWERED BY RUBI

PARTNERING WITH OXFORD UNIVERSITY PRESS

LEARN MORE www.attendbehavior.com GET STARTED bit.ly/AttendNC

SMALL BUSINESS FUNDING APPLICATIONS

Trillium knows that having a job and financial security are important to our lives. Having a job gives us a purpose and helps increase independence. We also feel more connected to others.

Trillium offers financial support for members and recipients interested in starting a new small business or supporting their current business.

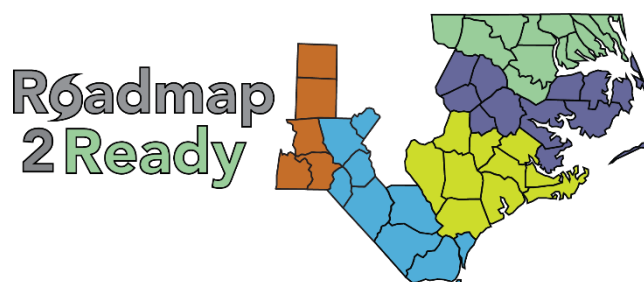
[Applications are now open on our website.](#)

JUNE BLOG

Hurricane season started June 1. You may think you have plenty of time before hurricane season peaks in August and September. But the best time to prepare is before the first storm forms. Planning now means you can get ready without the stress of an incoming storm, before local stores

have long lines and empty shelves.

Learn more on [this month's blog on our website.](#)



JOIN OUR CONSUMER AND FAMILY ADVISORY COMMITTEE!

The Consumer and Family Advisory Committee is an advisory group devoted to enhancing care for individuals we serve. Each member is either an individual with a serious behavioral health diagnosis (Mental Health, Substance Use (MH/SUD), Traumatic Brain Injury (TBI), or Intellectual/Developmental Disability (I/DD) or a family member of a person who does.

If you want to learn more, [follow them on Facebook](#) or [read the brochure](#). Regional meetings are held each month; you can join in person or through an online link. Joining CFAC is an important way to have your voice be a part of decisions we are making!

Mission
The Consumer and Family Advisory Committee is an advisory group for our communities devoted to enhancing care for individuals with serious mental health, intellectual/developmental disabilities, traumatic brain injury and substance use disorders. Our mission is to ensure that the development and delivery of services and supports remain responsive to the well-being of the people served. CFAC is the representative voice for individuals and their families who utilize serious mental health, intellectual/developmental disability, traumatic brain injury, and substance use disorder services throughout each of our regions.

Contact Us
Trillium Health Resources
201 West First Street
Greenville, NC 27638
1-866-990-2597
If you are interested in becoming a CFAC member, please call Trillium at the number above and ask to speak with the CFAC representative. You may also send an email to info@trillium.org

Trillium Health Resources
Corporate Headquarters
201 West First St., Greenville, NC 27638
Member & Recipient Services
1-877-685-2415
Behavioral Health Crisis Line
1-888-362-0738
Nurse Line
1-877-685-2415
TrilliumHealthResources.org

CFAC
CONSUMER & FAMILY ADVISORY COMMITTEE


Trillium
HEALTH RESOURCES
Transforming Lives. Building Community Well-Being.

Revised: July 2024 TP-12407 8042 K9999

ANNUAL ID CARD MAILING

Starting in May, Trillium is mailing out new Medicaid ID cards to all Tailored Plan members. We are required to mail you a new ID card every 12 months. If you choose a new primary care provider, a new card will be mailed to you. If you lose your card, you can complete a form in the [online member portal](#) or call Trillium Member and Recipient Service Line at 1-877-685-2415.

Please note: The effective date refers to when you joined the Tailored Plan. For many members, this will be July 1, 2024 when the plan launched.

	201 West First St. Greenville, NC 27858 TrilliumHealthResources.org
Name: John Doe Medicaid #: 912345678A DOB: 11/01/1995 Effective Date: 07/01/2020	
PCP Name: New Hanover Medical Center 9176 Maple Ln. Wilmington, NC 27609 910-336-1908	
Rx: PerformRx RxBIN: 019595 PCN: PRX10811	

IMPORTANT CONTACT INFORMATION

For Providers:

Authorizations and Pre-Certification:
1-855-250-1539

Pharmacy Prior Authorization:
1-855-662-0277

Out of Network Providers:
1-855-250-1539

Filing Claims: Please visit
TrilliumHealthResources.org/providers/provider-documents-forms
 and click "Medicaid Direct & Tailored Plan Claims Submission Protocol"

For Members:

Member Services and Nurse Line:
1-877-685-2415 (TTY 711)

Behavioral Health Crisis Number:
1-888-302-0738

Member Pharmacy: 1-866-245-4954

If you suspect a doctor, clinic, hospital, home health service or any other kind of health provider is committing Medicaid fraud, report it. Call 1-919-881-2320.

For a full list of services and benefits available, please visit
TrilliumHealthResources.org

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.

