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Network Communication Bulletin #170

To: All Providers
From: Khristine Brewington, MS, LCMHC, LCAS, CCS, CCJP
VP of Network Management
Date: June 11, 2021
Subject: New Provider Support Service Line

NEW PROVIDER SUPPORT SERVICE LINE!

We are pleased to announce...

The roll out of Trillium's Provider Support Service Line toll free number **1-855-250-1539 on Monday June 14, 2021.**

Trillium's team, including a manager dedicated to the excellence of this Service Line, are currently preparing to receive your call.

This direct phone line, required for Behavioral Health and Intellectual/Developmental Disability (BH I/DD) Tailored Plans, and based on provider feedback, is specifically available for provider agencies, hospitals and Licensed Independent Practitioners (LIP) to call Trillium with questions, inquiries and issues and receive a "one touch" resolution. The team, comprised of knowledgeable customer service professionals, is prepared to interact with providers directly to assist with their needs. The Provider Support Service Line Support Specialist will warm transfer the call to the staff member identified in the appropriate department to assist with answering provider question(s). Until launch of the Tailored Plans, the Provider Support Service Line's hours of operations will be Monday through Friday (8:30AM to 5:00PM) and follow Trillium's Holiday schedule. The Provider Support Service Line will be fully operational and in compliance with BH I/DD Tailored Plan requirements and metrics by July 2022.

Providers can continue to utilize our demand, web-based, and self-service help desk to submit their concerns and questions into our Network Service Ticket System NetworkServicesSupport@TrilliumNC.org.

Your feedback is valued and encourages us to improve processes.

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.



24-Hour Access to Care Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

TrilliumHealthResources.org

