



Network Communication Bulletin #376

To: All Providers
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Sr. VP of Network Management
Date: October 10, 2024
Subject: SPECIAL BULLETIN: HURRICANE HELENE UPDATE

ASSISTANCE FOR PROVIDERS EXPERIENCING DISRUPTIONS DUE TO HURRICANE HELENE

Trillium Health Resources is aware that some providers may be experiencing service disruptions due to the impact of Hurricane Helene. To assist these providers, Trillium has created a tool to report and track service and financial disruptions.

Providers can notify Trillium of service disruptions to members via the [Stabilization Payment Request Submission Form](#). If funding is being requested, providers will need to fill out the [Disaster Expense Reimbursement Request Form](#) and attach it to the Smartsheet. Upon receipt of the form, Trillium will review and process the request as quickly as possible.

Please reach out to TrilliumFinance@TrilliumNC.org with questions about the process, or to receive updates on the progress of a submission.

WHAT DO PROVIDERS NEED TO DO?

Providers experiencing service and/or financial disruption due to conditions resulting from Hurricane Helene should complete [Stabilization Payment Request Submission Form](#) as well as the [Disaster Expense Reimbursement Request Form](#). Questions regarding the process and information required should be directed to TrilliumFinance@TrilliumNC.org.

WHAT TYPES OF EXPENSES CAN THE FORMS BE UTILIZED FOR?

Providers may submit:

- 🌱 Expenses directly related to Hurricane Helene response efforts.
- 🌱 Expenses that cannot be immediately paid for with other funds.

- 🌱 Expenses that are incurred at (a) cost and scale consistent with the need on the ground and (b) whenever possible, in line with the standard rate/cost of such expenses in the normal course of business.

These member-focused expenses may include:

- 🌱 Counseling, crisis counseling, and/or peer support services.
- 🌱 Shelter supports behavioral health, I/DD and TBI needs.
- 🌱 “Guest dosing” of medications.
- 🌱 Other critical expenses related to supporting the behavioral health or other disability needs of people directly impacted by the storm.

Who can providers contact if they have questions?

If providers have questions, they should contact TrilliumFinance@TrilliumNC.org.