

## Change TCM Providers

Trillium Tailored Plan members have an assigned Tailored Care Manager (TCM) who is listed on their Welcome Packet from Trillium at the start of the plan year. If a member would like to change their TCM Provider, they may do so independently or with the help of their current Tailored Care Manager.

### There are two options to help a Member request a new TCM provider:

- 🌱 Call Member and Recipient Services at 1-877-685-2415 for urgent and immediate requests
- 🌱 Complete the [TCM Change Request Form](#) located in the Trillium [Member & Recipient Portal](#)

### Before helping a Member change their TCM Provider, confirm and collect the following information:

1. Confirm that the member is enrolled in Medicaid with Trillium Health Resources by referencing their **Medicaid ID card** or **NC Tracks** and obtain the member's **Medicaid ID number**.
2. Ask for their **collaboration** to complete the request. Let the Member know that you will need them or their parent or guardian to provide some additional information to help you complete the request and that you will also need the member or the parent/guardian's signature or verbal consent/permission for you to assist.
3. Collect the following **demographic information** for the Member and ensure that their contact information is up to date:
  - 🌱 Legal Name
  - 🌱 Date of Birth
  - 🌱 Medicaid ID#
  - 🌱 Street Address
  - 🌱 Phone Number
  - 🌱 Email Address
4. Collect the current **TCM Provider's Name** and confirm with the Member whether it is ok for Trillium and a new TCM Provider to leave them a voicemail at the phone number provided.  
*Note: Trillium will have to contact the member to finish processing the request to change their TCM and to assign a new TCM Provider.*
5. Ask the member to help you understand the reason for changing their TCM Provider:
  - 🌱 Member/TCM has relocated (has moved)

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- 🌱 TCM office is hard for the member to get to
- 🌱 The Member is already seeing another TCM Provider
- 🌱 Member Choice\*

*\*Members can change their Tailored Care Manager up to twice a year either within 30 days of assignment for any reason, "without cause," one additional time a year for no specific reason, and at any time without cause.*

6. Help the member **choose a new TCM Provider** based on the population served, the member's age, and their geographic location. Access the **TCM Provider's List** on Trillium's [Tailored Care Management For Providers Webpage](#) to help a member choose a new TCM Provider or call Trillium's **Member & Recipient Services at 1-877-685-2415**.
7. Obtain the following information for the **new TCM Provider**:
  - 🌱 Name
  - 🌱 Name of the Member's Preferred Individual Care Manager (if known)
  - 🌱 Address
  - 🌱 Phone Number
  - 🌱 NPI\*\*
  - 🌱 Tax ID/EIN\*\*

\*\*Providers can use the [NPPES NPI Registry](#) to obtain information for other providers enrolled in NC Medicaid and Health Choice. To obtain a provider's Tax ID/EIN, search their website or contact the provider to let them know the reason for your inquiry and request the EIN for the application.
8. The form asks to obtain the signature of the **Member or Parent/Guardian** and/or the **signature of the new Primary Care Provider or Tailored Care Management Provider** to complete the request. Verbal consent of these parties is also acceptable.

## Opt-Out of TCM

Trillium Tailored Plan members who are not interested in participating in Tailored Care Management **have the right to opt-out** in one of the following ways:

- 🌱 In-person or over the phone with their current Care Manager
- 🌱 Complete the [Opt-Out of TCM Request Form](#) located in the Trillium [Member & Recipient Portal](#)
- 🌱 Mail the [Opt-Out of TCM Request Form](#) from the Trillium [Member & Recipient Portal](#) to:
  - Trillium Health Resources 201 W. First Street, Greenville, NC 27858

## Opt-Out of TCM

🌱 Call [Member and Recipient Services at 1-877-685-2415](tel:1-877-685-2415)

For members who choose to opt-out of TCM, Trillium will still provide Care Coordination and assistance with Care Transition. Members can also choose to opt back into TCM at any time by contacting [Member and Recipient Services at 1-877-685-2415](tel:1-877-685-2415).

### How to Help a Member Opt-Out of TCM:

1. Before helping a Member opt-out of TCM, discuss with the Member their reason for opting-out of TCM.
2. Ensure that the member understands the following:
  - 🌱 That they are choosing to Opt-Out of TCM and that Trillium will provide them with Care Coordination
  - 🌱 That they have the right to change their mind at any time and request a Care Manager
3. Confirm and collect the following information:
  - 🌱 Member's Legal First and Last Name
  - 🌱 Member's Date of Birth
  - 🌱 Name of Member's Legal Guardian
4. Provide Member choice in how they would like to opt-out of TCM (*In-person/over the phone with their TCM, Opt-Out Request Form completed by mail or web by either the member or their current TCM, by calling Member and Recipient Services*)

### Opt-Out Request Form

Both Members and Providers may complete the [Opt-Out of TCM Request Form](#). If a Provider is completing this form, they should indicate on the form that the member requested assistance with completing the form on their behalf and wanted to opt-out of TCM services. Providers or Members who complete the request on the [Member & Recipient Portal](#) will not be required to submit a signature with the form.

**Note:** Members who do not feel they need to be in Trillium's Tailored Plan who want to [opt-out of the Tailored Plan](#) all together and move to the Standard Plan should discuss the impacts to their services with their PCP and other care team providers. Members who wish to opt-out of receiving the Tailored Plan can call the **Medicaid Enrollment Broker at 1-833-870-5500**.

## Select or Change a Primary Care Provider (PCP) / Advanced Medical Home (AMH)

### **How to Help a Member select a PCP:**

Under the Trillium Tailored Plan, members can choose their PCP.

At the time of this publication, the Tailored Plan is not yet "live." If the PCP on the Member's Medicaid ID card is not the preferred doctor's office, members should call their local [Department of Social Services](#) (DSS).