

# TRILLIUM HEALTH RESOURCES ANNUAL REPORT BRUNSWICK COUNTY FISCAL YEAR 2019 - 2020

*DENNIS WILLIAMS*

*SOUTHERN REGIONAL DIRECTOR*

Transforming Lives



# TRILLIUM UPDATE

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Trillium's mission: Transforming lives and building community well-being through partnership and proven solutions.

- Who We Are
- Medicaid Transformation Changes
- Organizational changes- Call centers, Contracts, Care Management
- County Data

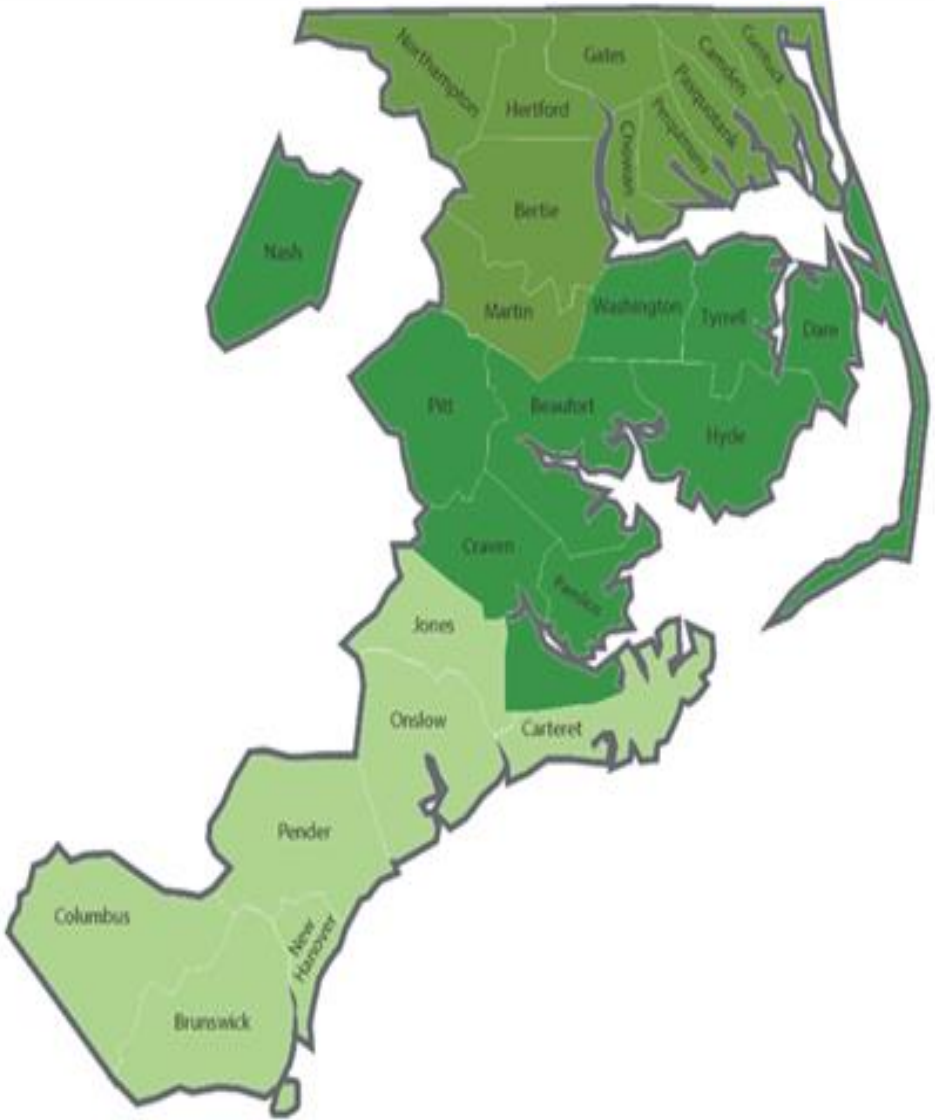
# Who We Are - Numbers

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- 26 Counties
- 1,469,101 total population
- 266,000 Medicaid Eligible
- Served 58,452 individuals from mild to severe mental health needs
  - 70% with MH needs
  - 20% with SUD
  - 10% with IDD
- Approximately 500 Providers
- \$475,921,857.00 spent on services last year
- Smallest County- Tyrrell 3,665- Largest County -New Hanover 239,272
- Cover over 12,000 square miles

# Trillium Map per Region

REGION	POPULATION	SQUARE MILES	# OF COUNTIES
Northern	201,969	3,511	10
Central	494,441	4,717	9
Southern	772,691	4,176	7

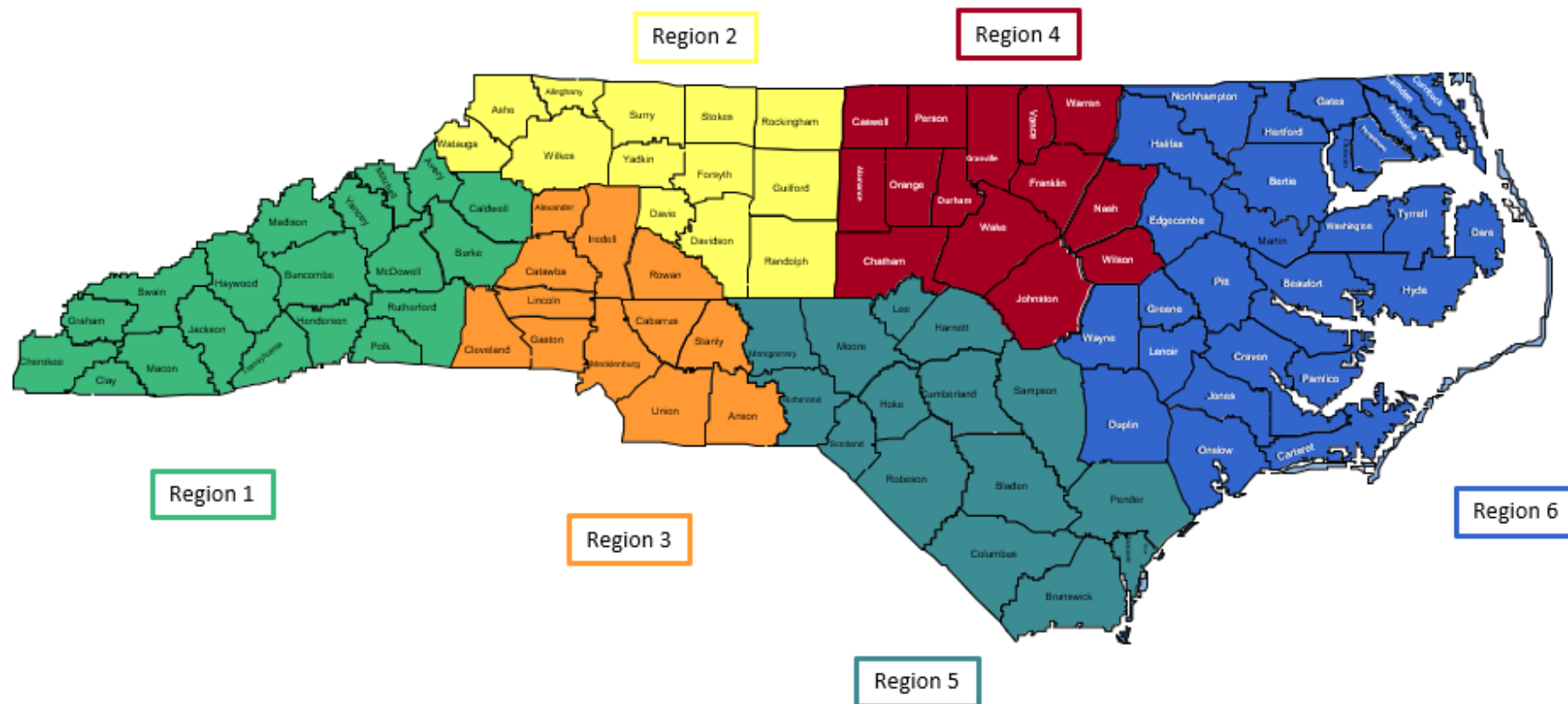


# Medicaid Transformation- Standard Plans

- **Standard Plan- 5 companies were awarded**
  - Amerihealth Caritas NC Inc.
  - Blue Cross Blue Shield of NC
  - UnitedHealthcare of NC Inc.
  - WellCare of NC Inc.
  - Carolina Complete Health- covers regions 3, 4 and 5
- ❖ **These Plans will be managing the mild to moderate Medicaid behavioral health recipients**

# Map of Standard Plan Regions

## Managed Medicaid Coverage Regions



# Medicaid Transformation Standard Plans continued:

- Standard Plan Insurance Companies Timeline:
- March 15<sup>th</sup> through May 14<sup>th</sup> - Open Enrollment
- May 15<sup>th</sup>- Auto enrollment
- July 1<sup>st</sup> 2021- Standard Plans begin to serve Medicaid individuals with Low to Moderate needs

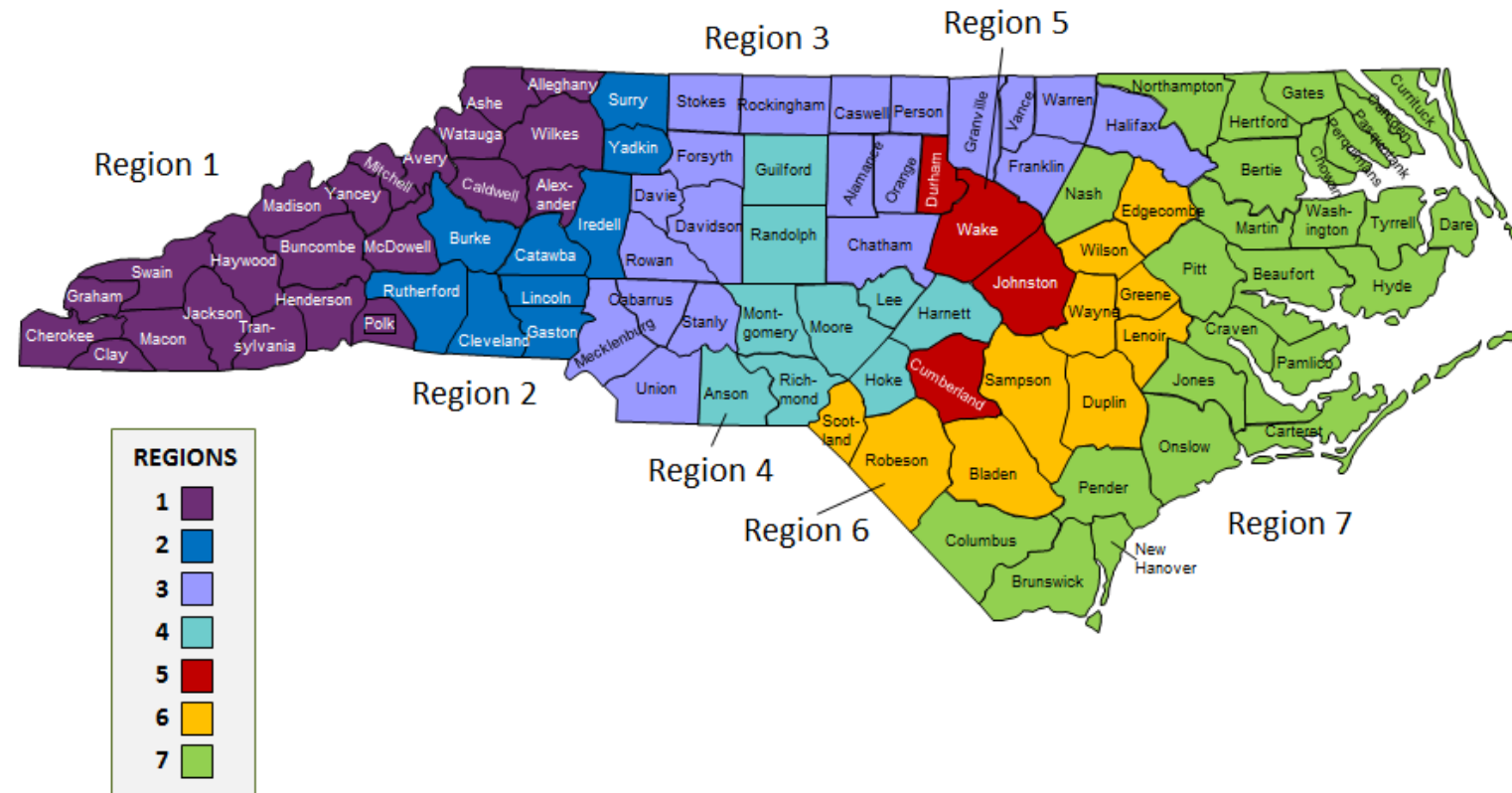
# Medicaid Transformation Tailored Plan:

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- 5-7 Managed Care Organizations- NCACC recommended the current LME/MCO map
- Managing the high risk/high cost individuals with mental health, developmental disabilities and substance use
- DHHS released the RFA on November 13<sup>th</sup> 2020
- Managing the whole person- both physical health and behavioral health



# Behavioral Health I/DD Tailored Plan Regions



# Medicaid Transformation Tailored Plan Continued

- Applications were due back to the state on Feb 2<sup>nd</sup> 2021 and we submitted ours on time
- DHHS will award the contracts on June 11<sup>th</sup>, 2021 to 5-7 MCO's
- We will have a readiness review late fall
- July 1<sup>st</sup> 2022- Begin the Tailored Plan the more Severe behavioral Health, Substance use and IDD population like we do today

# What will it Look like

- Manage the whole person both Behavioral and Physical health
- Focus on the Social Determinants of Health-
  1. Transportation
  2. Housing
  3. Food Insecurities
  4. Employment
  5. Personal Safety
- Contract with every pharmacy in our 26 counties
- Contract with all primary care physicians that provide services to Medicaid consumers
- Provide Tailored Care Management

# Organizational changes

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## Call Centers

- Pharmacy
- Provider
- Nurse
- Current Call Center

## Contracts

- Pharmacy
- Primary Care Offices

## Care Management

- Whole Person Care

# Impact today

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- Consumers will remain with the same services with their MCO
- We will still move forward with developing the infrastructure to serve the whole person
- Work towards contracting with pharmacies and primary care services

# COVID - 19 IMPACT

- Some rate increases extended ranging from 5% - 30% to Network Providers
- Respite for Children with IDD increased to 30 hours
- Telehealth continues to be provided when needed
- Trillium continues remote status with office usage limited to 15% of allowed capacity
- Access to Care continues to be in operation 24 hours per day.

# Project Updates

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- DSS Respite Homes
- 1200 Naloxone kits
- COVID Kits for Providers and Consumers
- Increased Rates for providers Direct Care Staff
- Hand Sanitizer stations at Playgrounds
- Racial Equity Projects- internal and external
- Safe Schools/Healthy Kids- online training on a variety of topics

# Consumers served in Brunswick County

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Total Consumers served - 4,559

- Mental Health - 3,568
- Substance Use - 418
- I/DD - 1,067

Total is unduplicated, since a single individual may receive services in more than one category



# QUESTIONS?

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