

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

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Transforming Lives



TRILLIUM UPDATE

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

- 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

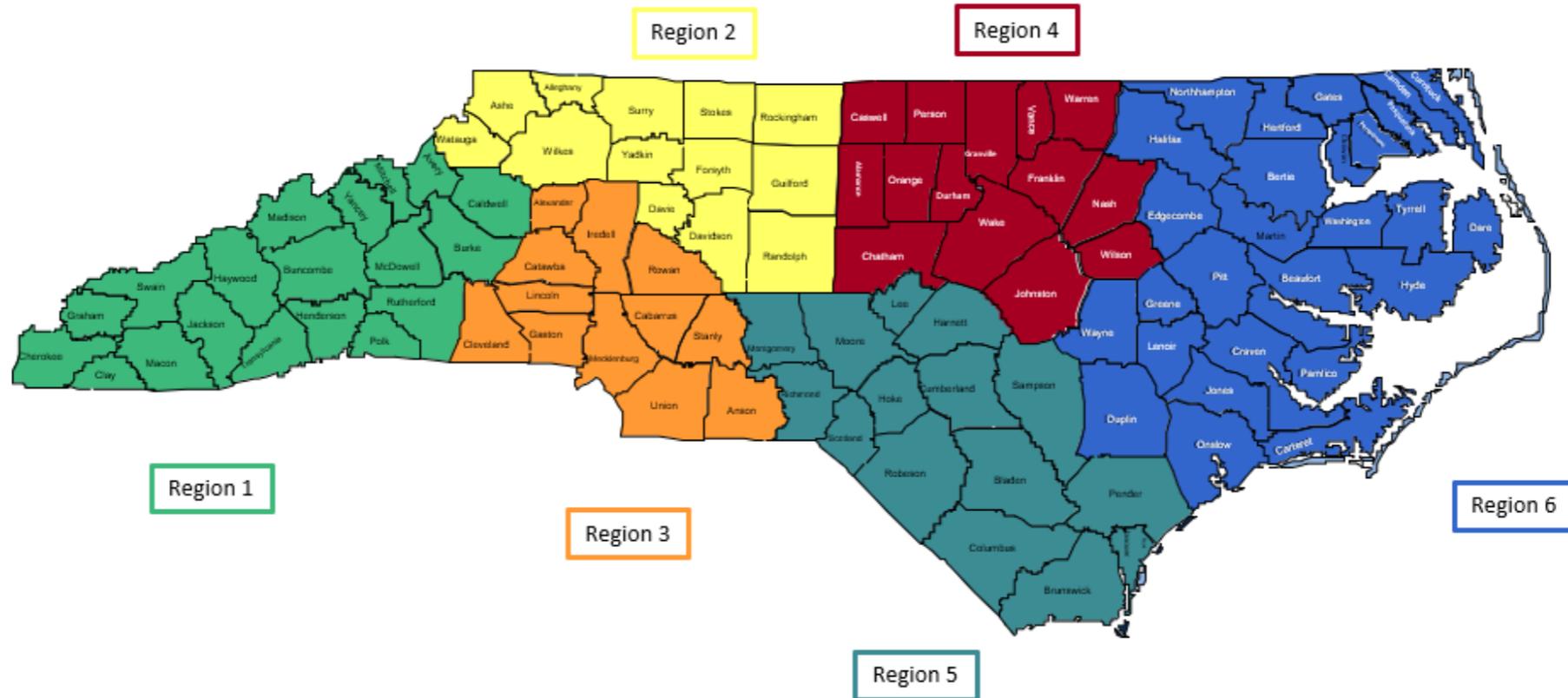


Medicaid Transformation- Standard Plans

- **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



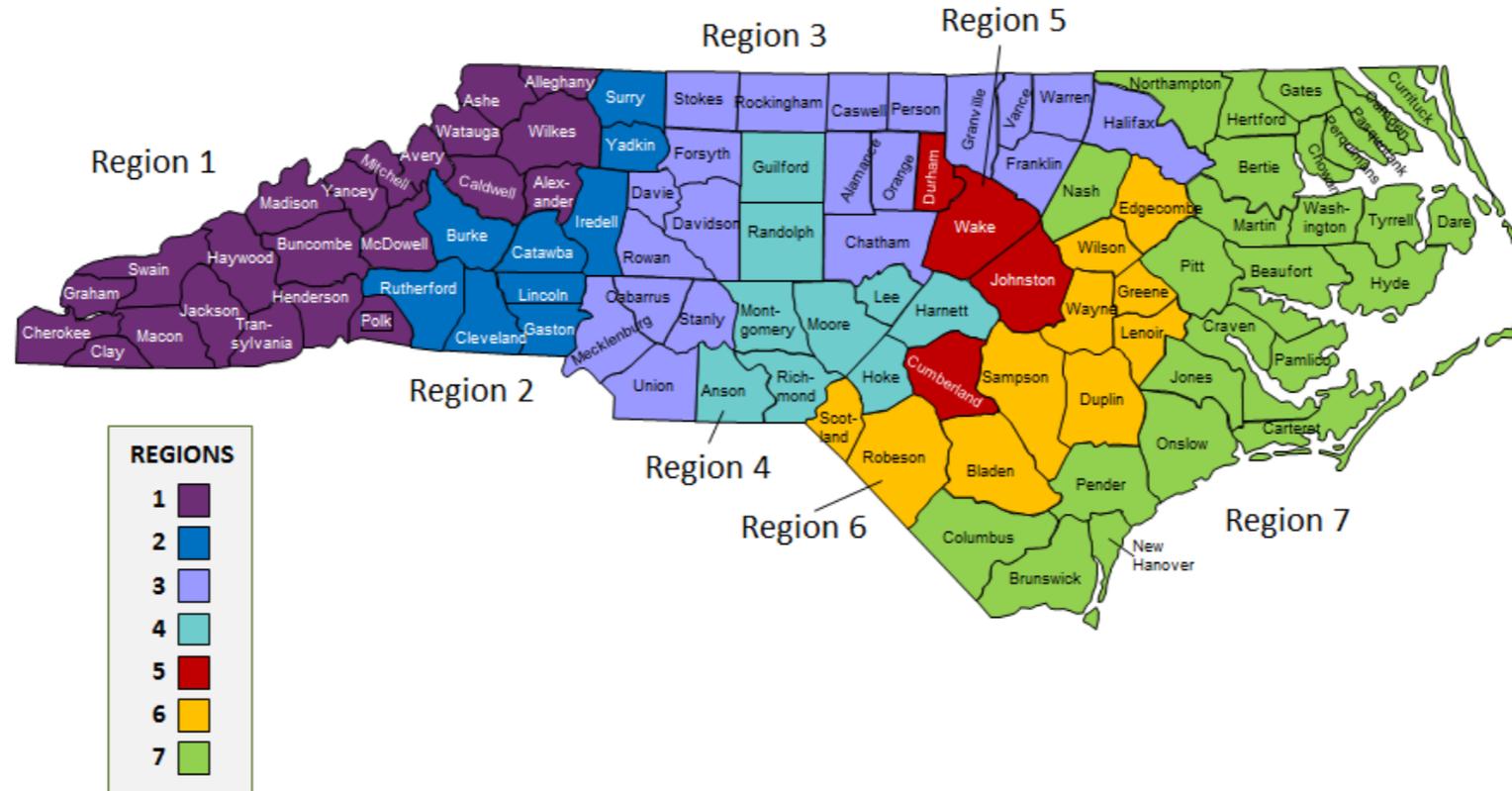
Medicaid Transformation Standard Plans continued:

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

Medicaid Transformation Tailored Plan:

- 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 13th 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 2nd 2021 and we submitted ours on time
- DHHS will award the contracts on June 11th, 2021 to 5-7 MCO's
- We will have a readiness review late fall
- July 1st 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

Call Centers

- Pharmacy
- Provider
- Nurse
- Current Call Center

Contracts

- Pharmacy
- Primary Care Offices

Care Management

- Whole Person Care

Impact today

- 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

- 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

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?

Transforming Lives

