

Call **1-877-685-2415** for Access to Care from anywhere, any day, any time.

### Services for:

- Mental Health
- Substance Use
- Intellectual & Developmental Disabilities

### EMERGENCY AND CRISIS SITUATIONS

Within **2 hours** of calling **1-877-685-2415** with an emergency situation, we will dispatch a trained emergency responder to your location.

**If you are experiencing a true medical emergency call 9-1-1.**

### URGENT SITUATIONS

Within **48 hours** of calling **1-877-685-2415** with a non-life-threatening situation that could potentially become serious if left untreated, we will schedule a face-to-face appointment for you with a clinician. It is your right to choose which provider in our network you want to deliver this care.

### ROUTINE SITUATIONS

Within **10 days** of calling **1-877-685-2415** with symptoms that prevent you from completing daily activities, you will be given an appointment with a provider in our network. It is your right to choose which provider in our network you want to deliver your care.



*Transforming lives and building community well-being through partnership and proven solutions.*

### REGIONAL OFFICES

Northern Regional Office  
144 Community College Rd.  
Ahoskie, NC 27910-8047

Central Regional Office  
201 West First Street  
Greenville, NC 27858-1132

Southern Regional Office  
3809 Shipyard Blvd.  
Wilmington, NC 28403-6150

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Administrative & Business Calls  
1-866-998-2597

[www.TrilliumHealthResources.org](http://www.TrilliumHealthResources.org)

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**Trillium Health Resources is a Local Management Entity/Managed Care Organization (LME/MCO). We are designated by the NC Department of Health & Human Services to oversee state and federally funded services for 26 counties in eastern North Carolina.**

Trillium is responsible for providing access to and oversight of services for individuals who receive Medicaid or state funding for their care. Trillium complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

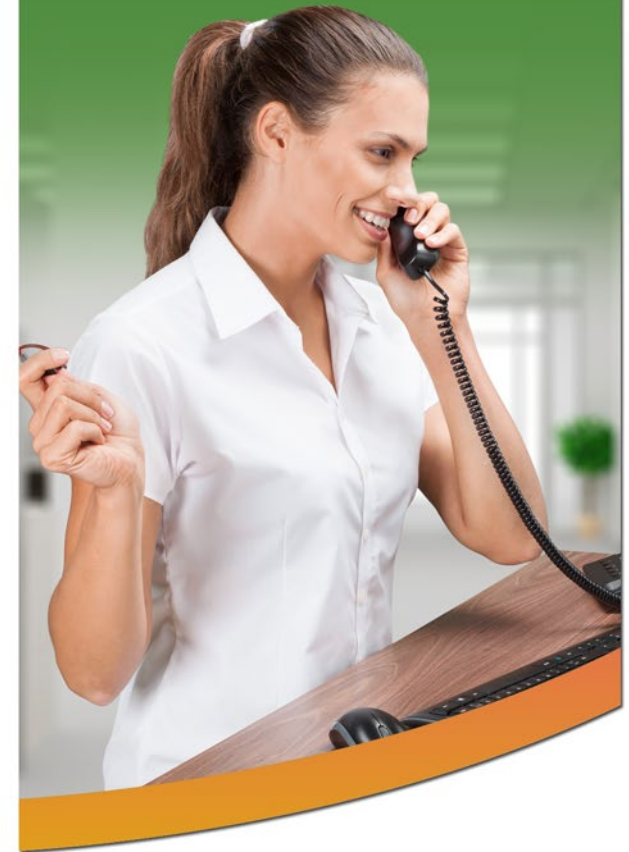
*Trillium requires priority admission to all women who are pregnant and injecting drugs, pregnant and using substances, and other individuals who are injecting drugs.*



Revised: October 2019

Getting the care you need when you need it.

# ACCESSING CARE



## ACCESS TO CARE LINE

**1-877-685-2415** connects you with the Trillium Health Resources Call Center. We provide assistance 24 hours a day, 365 days a year.

When you call us, a trained staff member will provide a brief screening for mental health, substance use and intellectual/ developmental disabilities.

We ask questions to ensure we have correct information in order to direct you to the right services.

## REFERRALS

At the end of your screening, we may encourage you to schedule an appointment for a more in-depth assessment. It is your right to choose which provider in the Trillium network you want to see to complete this assessment.

After the assessment is completed, the provider may recommend further treatment options. If so, you will be given an opportunity to make an appointment for additional services and supports. Again, it is your right to choose which provider in our network you want to deliver your continued care.

We are committed to the “No Wrong Door” principle. This means it is your right to seek treatment directly from a provider in our network without contacting the Access to Care line. If the provider does not offer the specific treatment/services/supports you need, they can assist you in identifying a provider that does.

## WHAT YOU CAN EXPECT DURING A SCREENING CALL

During your call, a trained staff member will ask for the reason you are calling. Please have the following information available to share with them:

- Your name or the name of the person needing information or assistance
- Contact number
- County of residence
- Medicaid/Medicare and/or private insurance, if applicable

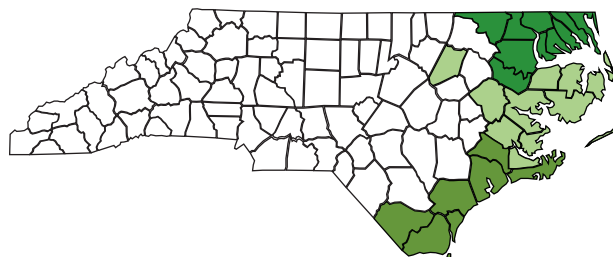
The “No Wrong Door” principle is our way of ensuring your experience is welcoming and hopeful. It is important to us that you feel empowered during your treatment process.

## COMPLAINTS AND GRIEVANCES

If you are unhappy with your services, you have the right to file a grievance with Trillium. This can be done by speaking to a Trillium representative at **1-866-998-2597**.

## NON-ENGLISH SPEAKERS

If you do not speak English, we will connect you to an interpretation service at no cost. This support is also offered by your provider at no cost and may require a brief pause while the service is being connected.



## MOBILE CRISIS TEAMS

If you experience a behavioral health emergency or crisis situation—at any time, on any day—you may contact a Mobile Crisis Team directly.

Your call is answered 24 hours a day, 365 days a year, and is toll free. Check the Mobile Crisis Team list to see the number to call for the county where you live, work, or attend school.

Counties Trillium Covers	Mobile Crisis Team
All 26 counties of Trillium catchment area	Integrated Family Services, PLLC <b>1-866-437-1821</b>
Brunswick Carteret Craven Jones New Hanover Onslow Pamlico Pender	RHA Health Services, Inc. <b>1-844-709-4097</b>