

News Release

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Trillium Health Resources consolidates with Eastpointe and Sandhills Center

New region will serve 46 counties for Medicaid members and state-funded recipients

GREENVILLE, N.C. –As of February 1, 2024, Trillium Health Resources, Eastpointe, and Sandhills Center will merge to provide managed care services for serious behavioral health, intellectual/developmental disabilities, and traumatic brain injury. There will be a total of 46 counties in the combined region, with a total population of 3,094,863.

Throughout this process, our priority is protecting care continuity by honoring all provider contracts (for those in good standing and serving members in affected counties). It is important that members remain with their current provider or care manager. Since last year, we have confirmed that more than 1,200 providers (new or current) will have contracts with Trillium for the 18 additional counties. Beneficiaries and recipients do not need to do anything about the LME/MCO changes. You will keep getting services as you do today.

Our daily provider information sessions to answer questions and provide necessary information will continue until February 16. We also host weekly sessions just for members and their families on Mondays until February 12. Links to access both sessions are available at TrilliumHealthResources.org/Consolidation

“We are excited to start working with our new staff and serving people in these 18 new counties. We have contacted local agencies, welcomed new board members, updated our materials, and sent out over 90,000 welcome packets,”

shared Joy Futrell, CEO of Trillium. "As of February 1, we will have more than 1,500 Trillium staff ready to serve our 46 counties."

NCDHHS sent notices to all transitioning members in early 2024, and will send Medicaid ID cards in February. Trillium sent welcome packets in January. Please [visit our website](#) for additional information about this transition, including how members can continue to get care and the finalized Consolidation Plan.

ABOUT TRILLIUM HEALTH RESOURCES

Trillium Health Resources is an innovative health plan for individuals with serious behavioral health, intellectual/developmental disabilities, and traumatic brain injury in 46 counties in North Carolina. Through contracts with NCDHHS, we serve Medicaid members on NC Medicaid Direct, state-funded recipients who are uninsured, and members on the Innovations Waiver. Trillium's mission is transforming lives and building community well-being through partnership and proven solutions. We take an integrated approach to health and wellbeing, coordinating care across multiple systems to achieve improved health outcomes, quality of care and efficient use of resources. Trillium is dedicated to meeting the unique needs of the individuals and communities we serve, and remains focused on delivering the right services, in the right amount, at the right time. For more information, visit www.TrilliumHealthResources.org.