



News Release

FOR IMMEDIATE RELEASE

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Trillium increases provider reimbursement payments by 20%

Payments apply to outpatient services for Medicaid and State-funded providers

GREENVILLE, N.C.--Trillium Health Resources will implement additional increases in payments to our providers who are serving members during the ongoing COVID-19 pandemic. As many providers are considered essential, frontline workers, and are indispensable in our communities, these increased payments will help them weather the stay-at-home orders and gradual economic reopening in North Carolina.

Trillium has allotted \$3 million in our budget to ensure that more than 30,000 people will have continued access to these high quality, outpatient services. These efforts will also assist more than 300 providers to keep their trained, experienced workforce while they must pay increased wages due to hazard pay or overtime.

Increased payments will not exceed 20% over baseline amounts, including any previous increases, and will cover services between June 1 and August 31. All services must be related to the COVID-19 pandemic, and can be either Medicaid or state-funded.

“Our providers work directly with our members, either in person or through current telehealth options. We must reimburse them appropriately to reflect the vital work they do,” shared Leza Wainwright, CEO of Trillium Health Resources. “Support from Trillium and our providers can make all the difference to our members during these uncertain times. Our relationship with our providers is a true partnership, and it is critical for them to remain operational to maintain continuity of care.”

In addition, Trillium has already set aside \$12 million in payments for our provider network from March through June so that these other services (not just outpatient) for an estimated 7,630 members will remain stable. While we have seen a decline in access to services during the stay-at-home orders, even with telehealth options, this

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mirrors historical precedence we have seen after recent storms such as Matthew, Florence, and Dorian. While individuals may focus on food and shelter as primary needs when experiencing a natural disaster or environmental crisis, we expect a dramatic increase in accessing services once existing travel limitations are lifted.

Please see below for additional ways Trillium has offered flexibilities and adjustments to better serve our network and members during this time:

- [Trillium Offers Payment for Hotel Rooms to Lessen Hospital Burdens](#)
- [Trillium Offers Therapeutic Resources for Children](#)
- Encouraging telehealth appointments for the safety of both members and workers by allowing **expanded levels of staff** (licensed clinicians, qualified professionals, direct support professionals and certified peer support specialists) to offer these services.

ABOUT TRILLIUM HEALTH RESOURCES

Trillium Health Resources is a leading specialty care manager (LME/MCO) for individuals with substance use, mental illness and intellectual/developmental disabilities in 26 counties in eastern North Carolina. Trillium's mission is transforming lives and building community well-being through partnership and proven solutions. We help every community and individual we serve to reach their fullest potential. By coordinating care across multiple systems, we achieve improved health outcomes, quality of care, and efficient use of resources. Trillium remains focused on delivering the right services, in the right amount, at the right time. For more information, visit www.TrilliumHealthResources.org.

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