Corporate Office:
514 East Main Street
Post Office Box 369
Beulaville, N.C. 28518
Provider Service Line: 888-977-2160
Member and Recipient Service Line: 800-913-6109
24/7 Behavioral Health Crisis Line: 866-218-1328

Communication Bulletins 1-23-24

Registry of Unmet Needs Communication

Individuals who think they may qualify for NC Innovations services need to complete Trillium's "Registry of Unmet Needs" (RUN) application and send it to Trillium with supporting documentation. Trillium reviews applications and adds individuals who are potentially eligible for the Innovations Waiver on the waitlist under an Innovations Waiver slot becomes available. Starting 2/1, all applications and questions for the Registry of Unmet Needs should be submitted to RUN@trilliumnc.org. This includes new submissions for members that were previously served by Eastpointe and Sandhills. Please note that any applications previously approved by Eastpointe and Sandhills will be honored by Trillium using the member's original date of waiting on the Registry of Unmet Needs.

Additional information regarding the RUN and Innovations Waiver services can be found: NC Innovations

The RUN Application can be found: RUN Application

RDSE Communication

Effective February 1, 2024, the following change to the current *Verification of Relative/Legal Guardian as Direct Support Employee* (RDSE) will go into effect for members and providers previously with Eastpointe and Sandhills:

A new online form will replace the current Verification of Relative/Legal Guardian as Direct Service Employee process. Effective February 1, 2024, please use the following link to place initial and annual requests for Relative as Direct Support Employee: Innovations Waiver - Relative as Direct Support Employee Application.

Tips for Submitting RDSE Applications:

- RDSE's are tracked by the member's ISP year for annual recertification and, for initial RDSEs, forms should be submitted 30 days prior to the new RDSE's proposed start date.
- Forms should be submitted for all RDSEs regardless of the number of hours per week each RDSE will provide.
    - Those providing up to 40 hours/week are submitted for tracking purposes only.
    - Those submitted for 41-84 hours/week are submitted for prior approval (except for those tracked under the Appendix K flexibilities that end 2/29/2024).
    - Forms submitted for Appendix K flexibilities through 2/29/2024 will continue to be submitted for tracking purposes only.
- Trillium's process is being updated to reflect the waiver amendment changes implementing 3/1/2024:
    - Parents of minors can be RDSE up to 40 hours/week of Community Living and Supports.
    - Adults members' RDSEs may be approved to provide 41-84 hours/week.
    - RDSEs may provide Supported Living.

Questions regarding these changes can be directed to RDSE@trilliumnc.org