

Trillium Behavioral Health Provider Orientation

For Meet and Greet on October 19, 2018



Objectives

- ✓ Who is Trillium Behavioral Health (TBH)?
- ✓ Overview of Lane County Health & Human Services and Trillium Community Health Plan (Trillium)
- ✓ Levels of care that TBH oversees
- ✓ Coordinating care with TBH and other Trillium departments, including medical
- ✓ Relationships with other social services providers
- ✓ Prior authorizations and what behavioral health services require an authorization prior to starting services
- ✓ How to look up a member's insurance eligibility
- ✓ Useful resources

Who is Trillium Behavioral Health (TBH)?

- TBH is a division of Lane County Health & Human Services (H&HS). TBH is delegated by Trillium to administer the BH benefit for Trillium Medicaid and Medicare Advantage enrolled members.
- TBH has a team of 26 people. More than half of the TBH staff have work and education experience as licensed BH therapists in mental health and/or substance use.
- TBH provides utilization management (UM) and case/care management (CM) for Trillium Medicaid and Medicare Advantage health benefit members.

TBH Contact Info

- Trillium Behavioral Health (TBH) staff can be reached by calling Trillium's mainline at 541-485-2155 (Medicaid) or 541-431-1380 (Medicare). Choose the "provider" option and ask to speak to the Behavioral Health Department. When calling the Plan, be prepared to provide HIPAA verification (i.e. member's DOB, OHP ID number, spelling of last name, or address; and provider's NPI or Tax ID numbers). Hours of operation are Monday-Friday, 8:00am-5:00pm.

Care Management (CM) Team:

- Supervisor: Alicia Meenaghan 541-799-3403 or ameenaghan@trilliumchp.com

Utilization Management/Prior Authorization (UM/PA) Team

- Supervisor: Shana Eddy: 541-799-3374 or seddy@trilliumchp.com

Older Adult Behavioral Health Initiative (OABHI) & Specialists Team

- Supervisor: Lucy Zammarelli: 541-799-3375 or lzammarelli@trilliumchp.com



Our Missions



- Lane County H&HS: “To Promote and Protect the Health and Well Being of all Individuals, Families and Communities of Lane County.”
- Trillium Behavioral Health: To promote an effective system of care that maintains and enhances the mental and emotional well-being for individuals, families, and the Lane County community.
- Trillium Community Health Plan: To listen to, respect and empower our members, in partnership with the provider community, to achieve better health by addressing their unique needs and seeking innovative solutions.



Coordinated Care Organization

- A Care Coordinated Organization (CCO) is a network of health care providers (physical health, addictions, mental health, oral health care providers) working together in their local communities to serve Oregon Health Plan (OHP) members. CCOs focus on prevention and helping people manage chronic conditions like diabetes or asthma to reduce unnecessary emergency room visits and improve member's health. The CCO for Lane County is Trillium Community Health Plan (Trillium).
- *Excerpt taken from 2017 ORS 414.679: Use and disclosure of member information:* A coordinated care organization and its provider network shall use and disclose sensitive diagnosis information including HIV and other health and mental health diagnoses, within the coordinated care organization for the purpose of providing whole-person care. Individually identifiable health information must be treated as confidential and privileged information subject to ORS 192.553 and applicable federal privacy requirements. Re-disclosure of individually identifiable information outside of the coordinated care organization and the organization's providers for purposes unrelated to this section or the requirements of 414.625 remains subject to any applicable federal or state privacy requirements.

Trillium Medicaid



The Oregon Health Plan is Oregon's Medicaid program. There are several health care programs available for low-income Oregonians through OHP.

- OHP Plus for children ages 0-18 and adults ages 19-64
- OHP Plus Supplemental for pregnant adults age 21 or older
- OHP with Limited Drug for adults who qualify for both Medicaid and Medicare Part D
- Citizen Alien Waived Emergent Medical (CAWEM) and Qualified Medicare Beneficiary

Adults - OHP is available to adults who earn up to 138 percent of the Federal Poverty Level. That's about \$16,100 a year for a single person or \$32,900 a year for a family of four.

Children - OHP is available to kids and teens (0-18) whose family earns up to 300 percent of the Federal Poverty Level. That's about \$46,600 a year for a family of two or \$82,000 a year for a family of five.

To qualify for OHP, individuals and families must meet income and residency requirements. Oregonians may also qualify based on age and disability status. Oregon Health Authority handles all OHP eligibility determinations and inquiries.

OHP Enrollment: 1-800-699-9075

Trillium Medicaid: 1-877-600-5472 or 541-485-2155

Trillium Medicare Advantage

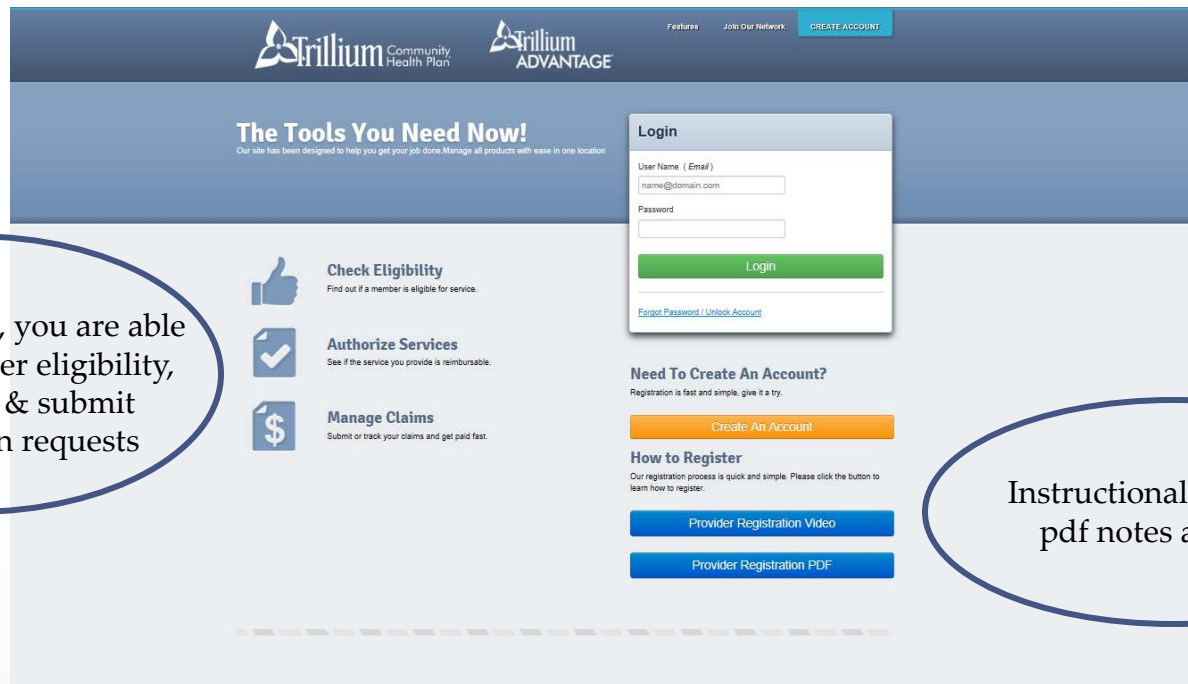
- Medicare is a federal health insurance program for people who are:
 - 65 or older (Many people are enrolled in Parts A and B automatically when they turn 65)
 - Under 65 with certain disabilities
 - Of any age and have End Stage Renal Disease (ESRD) or ALS
- Trillium Medicare Advantage is Centene Corporation's Medicare Advantage product in Oregon. Trillium Medicare Advantage exists to help its members get the care they need to feel their best.
- Associated costs depend on the coverage chosen which may include:
 - Care and services received as an inpatient in a hospital or skilled nursing facility (Part A)
 - Doctor visits, care and services received as an outpatient, and some preventive care (Part B)
 - Prescription drugs (Part D)
- Trillium Advantage: 1-844-867-1156 or 541-431-1950



Accessing the Trillium Portal

Using this link takes you directly to the Trillium Provider log-on screen:

<https://provider.trilliumhealthplan.com> or www.trilliumohp.com



Once logged on, you are able to check member eligibility, track claims & submit authorization requests

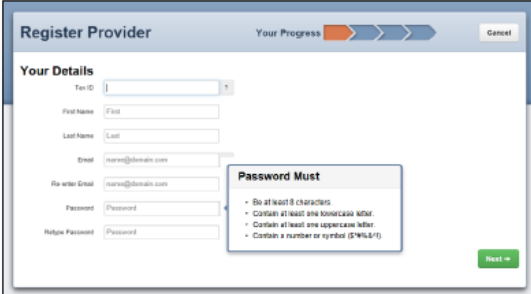
Instructional video and pdf notes available

Registering on the Trillium Secure Portal

CENTENE[®] Corporation Secure Provider Website Registration

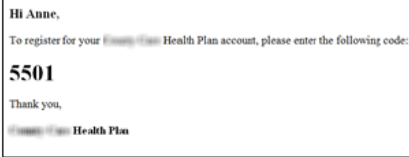
To register for the Secure Provider Portal, follow the instructions below:

1. Browse to the public website. Go to "For Providers"
2. Select "Login" 
3. On the Login Screen, click the button, "Create an Account" 
4. Start your registration:
Enter your Tax ID, Name, and E-mail Address, and Create a Password.
(Passwords must be at least 8 characters long, contain at least one lower case letter, contain at least one uppercase letter and contain a number or symbol)




NOTE: If you receive the error message "We could not find your Tax ID in our system" and have not joined our network, please return to our public site and click "Join Our Network". Once your data is in our systems you'll be able to create your account. If you have already joined our network, and received this error message, please contact provider services, so an incident ticket can be submitted.

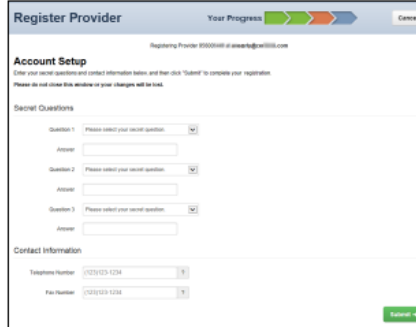
5. A registration code will be sent via email, once your data is in our system.



6. Enter the confirmation code into the screen below and click "Confirm"



7. Select your secret questions and provide your answers.



NOTE: You will need these if you forget your password or lock your account.

System Requirements: Access the secure provider website using Internet Explorer 10.0 or higher, Firefox and/or Google Chrome. Each browser should be updated to the most recent version available for optimal performance.

Checking Member's Eligibility

- It is important to verify eligibility prior to all appointments, on the day of the appointment.
- Information needed from the member to verify OHP eligibility:
 - First and Last Name
 - Date of Birth
 - OHP Medicaid number if available
- Trillium Provider Portal - provides eligibility information, but there can be up to a 72 hour delay in populating information from the state MMIS system:
 - <https://provider.trilliumhealthplan.com>
 - <https://trilliumohp.com>
- State of Oregon MMIS – real time data displaying all OHP coverage types. To verify Medicaid eligibility, register to gain access to MMIS:
 - <https://www.or-medicaid.gov/ProdPortal/>

Youth Levels of MH Care Overseen by TBH

- **Outpatient**
 - Office or community-based
 - Contracted Providers: No Referral or PA needed for common services like Individual Therapy or Skills Training
 - Specialty services require a PA: Applied Behavioral Analysis, Psychological Testing, etc.
 - Supportive services complimentary to BH outpatient:
 - Wraparound
 - Crisis Response Team and CAHOOTS
 - Peer and Family Supports: Oregon Family Support Network, WellMama, Youth ERA, Ophelia's Place
- **Intensive Outpatient Services and Supports (IOSS) and Intensive Outpatient Programs**
 - No referral or PA required for IOSS
 - IOSS is community-based; includes a high frequency of appointments from a multidisciplinary team
 - Specialty Intensive Outpatient Programs (i.e. for Eating Disorder treatment) require a PA
- **Psychiatric Day Treatment Services**
 - PA required for Trillium Medicaid coverage or school district may pay for placements
- **Psychiatric Residential Treatment Services**
 - PA required following psychological/psychiatric assessment conducted within past 60 days
 - Monthly psychiatry; Length of stay is generally 30 days or more
- **Subacute Psychiatric Care**
 - PA required
 - Weekly psychiatry; Length of stay is less than 30 days, generally 1-2 weeks
- **Acute Psychiatric Hospitalization**
 - Referral via Emergency Department BH Evaluation
 - Length of stay varies, often 7 days
- **Long Term Psychiatric Hospital**
 - Managed by OHA but referral from TBH is required for Trillium Medicaid members

Adult Levels of MH Care Overseen by TBH

- **Outpatient**
 - Office or community-based
 - Contracted Providers: No Referral or PA needed for common services like Individual Therapy or Skills Training
 - Specialty services require a PA: Psychological Testing, etc.
 - Supportive services complimentary to BH outpatient:
 - Crisis Services: CAHOOTS and Hourglass
 - Peer and Family Supports: Oregon Family Support Network, WellMama, LILA, NAMI
- **Assertive Community Treatment**
 - No PA required
 - Evidence-based; includes a high level of support from a multidisciplinary team
- **Day Treatment, Intensive Outpatient Programs, and Partial Hospitalization Programs**
 - PA required
 - Programs occur multiple times per week for several hours per day (per OAR definitions)
- **Acute Psychiatric Hospitalization**
 - Referral via Emergency Department BH Evaluation
- **Long Term Psychiatric Hospital**
 - Placement often occurs via acute IP transfer

Substance Use Disorder Treatment Overseen by TBH

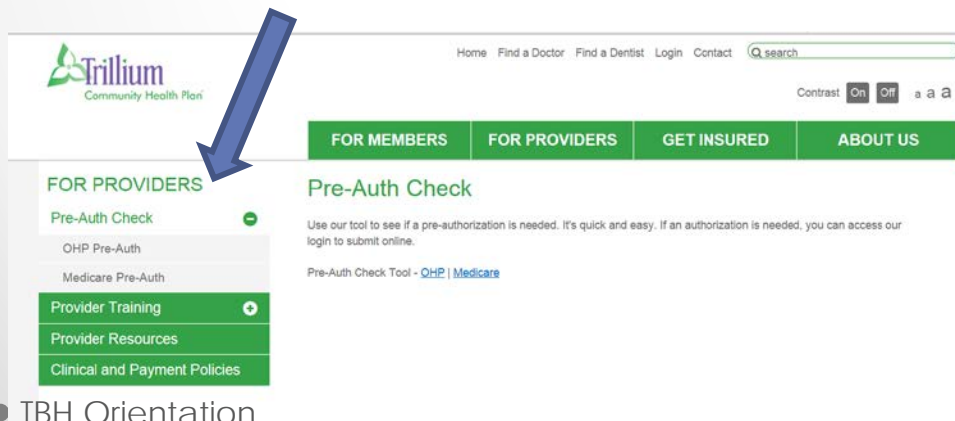
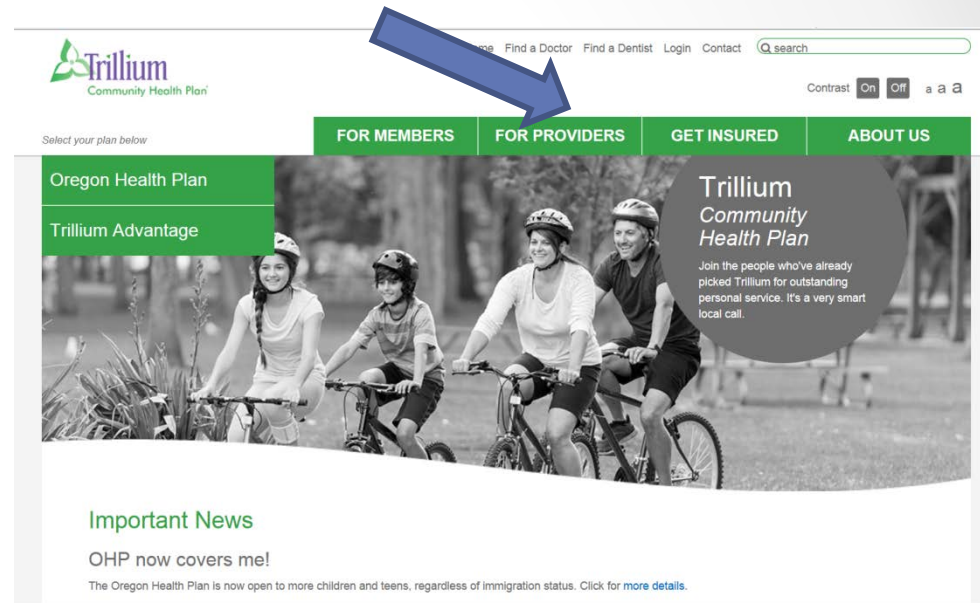
- **SUDS Treatment Access**
 - Member typically accesses an ASAM (American Society of Addiction Medicine) assessment with a contracted Outpatient (OP) SUDS Treatment provider. If OP treatment is appropriate, provider treats member. If higher level of care is needed, then provider refers directly to appropriate level of care by obtaining a Release of Information from the member to send documentation directly to SUDS treatment facility. Treating facility will obtain PA, if needed.
 - Most services available to youth and adults
 - Call TBH for assistance in identifying contracted SUDS treatment providers
- **Detox**
 - Contracted Providers: No Referral or PA needed
- **Outpatient Treatment**
 - Contracted Providers: No Referral or PA needed
 - Includes: Individual and/or group therapies, Medication Assisted Treatment, Case Management, etc.
- **Intensive Outpatient Programs**
 - Contracted Providers: No Referral or PA needed
- **Residential**
 - Contracted Providers: No Referral or PA needed
- **Supportive/Complimentary Services**
 - Adult Crisis Services: CAHOOTS and Hourglass
 - Youth Crisis Services: Crisis Response Team
 - Peer and Family Supports: Oregon Family Support Network, WellMama, LILA, NAMI
 - Alcoholics, Narcotics, and Gamblers Anonymous Groups
 - Acupuncture

PA Requirements

- No Prior Authorization (PA) required for most Outpatient Services** with an in-network provider (in-network = contracted with Trillium Community Health Plan)
 - ****PA requirements are subject to change:** See Trillium *PA Look Up Tool* at www.trilliumohp.com for current authorization requirement information.
- Providers continue to be able to submit new and concurrent BH PA requests in one of three ways:
 - Entering an authorization through the Trillium provider portal and attaching clinical documentation electronically
 - Faxing a paper PA form along with clinical documentation to TBH
 - TBH fax number: **1-866-683-5621**
 - Calling Trillium at 541-485-2155 (ask to speak with an Authorization Builder in the BH Department) to verbally initiate an authorization request
 - Be prepared with CPT codes/units/dates as well as clinical justification information
- Call TBH if you have questions about services that may require PA. Standard requests are processed within 14 days of receipt of the request. As a general rule, it is good practice to submit preservice requests 14 days prior to scheduling the service to allow for the processing timeline. Urgent services are processed within 24-72 hours. Please contact TBH with inquiries regarding processing timelines.

Verify a Prior Authorization (PA) is Needed

- www.trilliumohp.com
- To verify a PA is needed, Click on “FOR PROVIDERS”
- Then “Pre-Auth Check”
- OHP Pre-Auth



FOR MEMBERS

FOR PROVIDERS

GET INSURED

ABOUT US

FOR PROVIDERS

Pre-Auth Check

OHP Pre-Auth

Medicare Pre-Auth

Provider Training

Provider Resources

Clinical and Payment Policies

OHP Pre-Auth

DISCLAIMER: All attempts are made to provide the most current information on the Pre-Auth Needed Tool. However, this NOT guarantee payment. Payment of claims is dependent upon eligibility, covered benefits, provider contracts and correct coding and billing practices. For specific details, please refer to the [OHP Billing Manual](#). If you are uncertain that prior authorization is needed, please submit a request for an accurate response.

Vision services need to be verified by [Envolve](#)

Advanced imaging services need to be verified by NIA. Click here to access [RadMD](#) or call 888-879-5922 for Medicaid, 800-642-2798 for Medicare.

The prioritized listing can be viewed on [LineFinder](#)

Requests for a service/product based on Exceptional needs can be entered on the [Secure Provider Portal](#).

All Out of Network requests require prior authorization except emergency care, services in an urgent care facility or Acute Medical Inpatient Services unless admitted through the ER. For non-participating providers, [Join Our Network](#).

Are services being performed in the Emergency Department or Urgent Care facility?

Yes No

Types of Services	YES	NO
Is the provider non-participating in the Trillium OHP Provider Network?	<input type="radio"/>	<input checked="" type="radio"/>
Is the member receiving hospice services?	<input type="radio"/>	<input checked="" type="radio"/>
Is the member receiving home health services?	<input type="radio"/>	<input checked="" type="radio"/>

Enter the code of the service you would like to check:

Code...

Check

To submit a prior authorization [Login Here](#).

Complete questions

Enter service code in question and click "Check" box

Next step: log on to complete a PA

Submitting a Prior Authorization (PA)

From www.trilliumohp.com

1. Click on the *For Providers* tab at the top of the page;
2. Click on the *Provider Resources* tab located on the left hand side
3. Scroll down to the Behavioral Health forms:
4. Fill out Outpatient form for any BH service other than acute care (below)
5. Fill out Inpatient form for Acute Inpatient Psychiatric Hospitalization
6. Complete PA form and fax to TBH along with clinical summary of behavioral presentation and justification for services requested
 - a. TBH fax: 1-866-683-5621
7. PA submissions also accepted via Trillium Provider Portal or telephone call to TBH.

*TBH Clinical Policies and Procedures outline specific authorization processes, documentation requirements, and processing timelines for each BH Level of Care. Contact TBH for copies.

Reasons to Call TBH for Support with PAs:



- To ask if documentation or PA request was received. If you receive an error message after submitting documentation or a PA request to TBH via fax or the portal, please call to check if it was received before re-faxing the request
 - When we receive duplicate requests, it slows overall processing times
- To check on the status of a PA request
- To initiate or modify a PA request
- Return a UM staff's call to clarify the details of a PA request
- Return a UM staff member's call to discuss additional clinical information related to a PA request



Claims Questions

- TBH is not able to answer questions regarding claims.
- For claims questions or to report claims you believe were denied in error, please call Trillium's mainline at 541-485-2155 (Medicaid) or 541-431-1380 (Medicare), choose the "provider" option and state you want to speak with someone about a claims issue. If you believe claims were denied in error, stay on the phone until you obtain a case number regarding your claims inquiry. Ensure you have the following information when you call: date of service, claim number, CPT code, units billed, and rendering provider information (i.e. NPI, Tax ID).



Care Coordination

Brief, limited BH Care Coordination is provided by Bachelor's level Community Service Worker (CSW) team members. Common BH Care Coordination referral reasons include:

- BH Provider Search
 - Information regarding in-network providers, service preferences, specialties, openings, or waitlists
 - Assistance with access barriers
 - No referral or PA required; outpatient BH accessible via self-referral
- Information about community supports (i.e. peer support, youth Wraparound referrals)
- General questions re: behavioral health services/benefits
- Questions re: BH Levels of Care (including eating disorders, youth IOSS/PDTS/PRTS/subacute) or Substance Use Disorder treatment
- Questions re: OP BH Specialty Services (i.e. Applied Behavioral Analysis, Psychological Testing, EMDR, neurofeedback)
- Provider education regarding prior authorization requirements and submissions

BH Care Management (CM) is provided by Master's level BH CM team members for ongoing care planning and support. Common BH Care Management referral reasons include:

- Member has complex, intensive needs
- BH care or discharge planning when member is in PDTS/PRTS/sub-acute or acute care (youth), or acute care (adults)
- BH Level of Care (LOC) recommendations and interim support while awaiting access to higher LOC
- Assistance with problem-solving complex BH care gaps

Provider Access Information

TBH maintains an internal document to track current information regarding agency openings/waitlists. We call it the “Google Access Document” and refer to it when advising members about available services. Providers update the content weekly.

*If you would like to use this tool, please contact Cindy Fisher, cynthia.fisher@co.lane.or.us or 541-799-3391

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Date	Agency	Assessment	Adult Openings	# Adults on Waitlist	Adolescent Openings	# Adolescent on Waitlist	Child Openings	# Child on Waitlist	Early Child Openings	# Early Child on Waitlist	ICTS Openings	# on ICTS Waitlist	Psychiatry (Psych+, Psych Only)	Adult Waitlist	Child Waitlist
8	0/00/00	Christians As Family Advocates-CAFA														
9	0/00/00	Community Health Alliance														
10	0/00/00	Country Counseling & Exodus Recovery (Harrisburg)														
11	7/11/2018	Direction Service Counseling Center	Three Intakes available on Monday's and Wednesday's- Call ahead OHP Insurance only	10	na	3	na	na	0	0	0	No ICTS program	Direction Service	No Psych Services	N/A	N/A
12	7/10/18	Odyssey Community Counseling At Emergence	within 5-7 days once we have an opening	0	14 plus 2 DBT	N/A				N/A		N/A		0	0	0
13	0/00/00	HIV Alliance														
14	7/5/2018	Lane County Behavioral Health	determined upon screening	25	NA	5	NA	5	0	5	0	N/A	N/A	0	NA	NA
15	7/9/2018	Laurel Hill Center	Walk-in Screenings - Tues, Wed, Thurs 8-9:30am, first come, first served, limit 4. Junction City office taking referrals for ACT, Prescriber only and Counseling services.	Openings: CSS 0 ACT: 38 Pathways Program: N/A JC Couns 0	NA	NA	NA	NA	NA	NA	NA	NA	NA	Psych+, Psych (prescriber only) at Junction City location only	NA	NA
16	0/00/00	Linn County Mental Health														
17	7/9/2018	Looking Glass	2 weeks	3	N/A	5	N/A	4	N/A	1	N/A	1	0	Psych+	10	15
18	7/9/2018	Looking Glass (AOD)	1 week	0	N/A	4	N/A	0	N/A	n/a	n/a	n/a	n/a			
19	7/10/2018	Options Counseling & Family Services- Eugene	limited slots within 10 business days	5	0	0	1	0	0	0	1	Jean Gipple will triage and assign	0	Psych + and Psych only	full	full
20	7/11/2018	Options Counseling & Family Services- Springfield	limited slots within 10 business days	10	0	2	0	1	0	0	2	0 openings Renee Rathke will triage and assign	0	Psych with Therapy open after assessment	0	0
21	0/00/00	Options Counseling & Family Services- Medford														

Current Initiatives

System of Care & Wraparound Initiative (SOCWI)

This project provides training, workforce development, and systemic support for the statewide implementation of a Wraparound service delivery model for children living in Oregon. Core principles and values associated with Wraparound, as outlined through the National Wraparound Initiative, serve as a practical model to operationalize a Systems of Care approach across youth, adult and family serving systems.

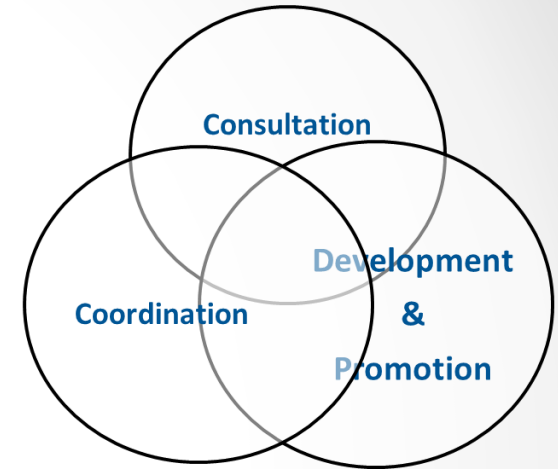
Direction Service and Centro Latino Americano employ Wraparound facilitators to provide team-based care planning support to youth and families.

Oregon Family Support Network and Youth ERA provide family and youth peer supports/partners.

Current Initiatives

The Older Adult Behavioral Health Initiative (OABHI) has three main goals:

- Improve partnerships among primary care, aging/disability services, specialty healthcare, and behavioral health services;
- Increase community capacity related to older adult behavioral health care;
- Facilitate the implementation of evidence-based behavioral health programs in our community.



Oregon is investing in behavioral health to better meet the needs of older adults and people with physical disabilities by improving access to care and supporting providers working together to provide coordinated, high-quality physical and behavioral health care. This investment, implemented in 2015, supports 24 Behavioral Health Specialists in local and regional agencies around the state. Their purpose is to: build capacity in each community to provide needed services, increase collaboration and coordination among the agencies that serve this population, and to make sure that the people who care for them are well trained. Trillium Behavioral Health has two Older Adult Behavioral Health Specialists charged with carrying out this important work.

Adult Crisis Services



- **WhiteBird 24-hour Crisisline:** 541-687-4000
- **CAHOOTS** (Crisis Assistance Helping Out On The Streets) provides mobile crisis intervention 24/7 in the Eugene-Springfield Metro area. CAHOOTS is dispatched through the Eugene police-fire-ambulance communications center, and within the Springfield urban growth boundary. Each team consists of a medic (either a nurse or an EMT) & a crisis worker CAHOOTS provides immediate stabilization in case of urgent medical need or psychological crisis, assessment, information, referral, advocacy & (in some cases) transportation to the next step in treatment. Eugene communications center, 541-682-5111, Springfield non-emergency number, 541-726-3714.
- **Hourglass Community Crisis Center** is open 24-hours a day, 7 days a week, and operated by a highly trained dedicated staff whose goal is to provide support, stabilization, and linkage to community services. Serving those 18 years and older. 71 Centennial Loop, Suite A, Eugene, OR.
<http://www.columbiacare.org/hourglass-community-crisis-center.html>

Youth Crisis Services



- **Crisis Response Team:** 1-888-989-9990
- The Crisis Response Program (CRP) provides support and help to parents, foster parents, adoptive parents and other caregivers when their child is experiencing a mental health crisis. The Program has a focus specifically on families, 24 hours a day, 365 days a year, throughout Lane County. If a child is already receiving mental health services, the parent is asked to first contact the child's therapist, the agency after-hours crisis number, the DHS caseworker, or DHS emergency number. Services can be accessed directly by youth or by a family member.
<http://www.thechildcenter.org/crisis.html>
- The CRP is comprised of the Child and Adolescent Network (CAN) which is a collaboration between The Child Center, Looking Glass, and Jasper Mountain.

Peer Support Agencies

- **Oregon Family Support Network (OFSN)** Lane County partners with families of children who experience behavioral, emotional or mental health challenges to help them succeed at home, school and in life. OFSN works with parents, foster parents, grandparents and other people who have made a commitment to helping their children to realize their potential to live full and meaningful lives. OFSN provides family/parent peer support services. 541-342-2876 <http://www.ofsn.org/ofsn-regional-offices-oregon/ofsn-lane-county-oregon/>
- **Youth ERA's Eugene Drop** is staffed by Youth Peer Support Specialists who are committed to helping young adults empower themselves and successfully transition into adulthood. It is safe space for young people to feel heard, supported, and capable of creating change. YE provides youth peer support services. 541-556-9039 <https://www.youthera.org/>
- **Lane Independent Living Alliance (LILA)** is a non-residential, consumer-controlled organization serving people with physical, mental, cognitive, and sensory disabilities in Lane County, Oregon. LILA Peer Support Club is located at 990 Oak Street and provides mental health survivors with a safe place to gather to socialize, get support, or participate in a variety of programs and classes. 541-607-7020 <http://lilaoregon.org/>
- **National Alliance on Mental Illness (NAMI)** works in throughout Lane County to raise awareness and provide support and education to those in need. Education, advocacy, referrals, community activities. 541-343-7688 <https://www.nami.org/Local-NAMI/Details?state=OR&local=9465e2a6-ebf3-4726-bef8-5224c9334706>



Contacts

- Lane County, Trillium Behavioral Health:
 - PO Box 1950, Eugene OR 97440
 - 1776 Millrace Drive, Suite 200, Eugene OR 97403
 - Main line: 541-485-2155, Fax: 1-866-683-5621
 - <http://www.lanecounty.org/tbh>
- Trillium Community Health Plan (Medicaid):
 - 1800 Millrace Drive, Eugene OR 97403
 - Local: 541-485-2155 or Toll free: 1-877-600-5472
 - <https://www.trilliumohp.com/>
- Oregon Health Plan (Medicaid):
 - OHP members – Call your CCO or 1-800-273-0557
 - OHP Fee-for-Service Providers – 1-800-336-6016
 - <https://www.oregon.gov/oha/HSD/OHP/pages/index.aspx>
- Trillium Advantage (Medicare Plan):
 - Local: 541-431-1950 or Toll free: 1-844-867-1156
 - <https://www.trilliumadvantage.com/>
- Medicare:
 - <https://www.medicare.gov/>

Thank you for completing the Provider Orientation Overview

- If you would like to attend the TBH In-Person *MEET & GREET* please register at Eventbrite https://tbh_meet_greet.eventbrite.com
 - To register, you will need code: **TBMG10**
 - Questions from the overview can be added to your registration or emailed to cynthia.fisher@co.lane.or.us
- *Meet & Greet:*
 - Introductions of TBH Staff; Q & A from Providers & Orientation slides
 - **Friday, October 19, 2018, 10:00am – 11:00am** (Q&A Session 10:15-10:45)
 - Doors open at 9:30am; Coffee, Tea and Pastries provided
 - Whale Room, ORI Building (TBH), 1776 Millrace Drive, Eugene OR
 - Space is limited. Questions? Contact Cynthia Fisher, 541-799-3391 or Cynthia.fisher@co.lane.or.us

SAVE THE DATE

- October 26, 2018, 10am-11:30am. Supervisor training with Karen Cady-Pyle: Current Standards & Oregon OARs-Assessment and Treatment Planning, and Outpatient documentation. Register at Eventbrite: https://tbh_supervisor_training.eventbrite.com