

# Member Handbook Addendum

We have updated the sections below. This information replaces what is printed in the enclosed 2023 Member Handbook. You can also find an updated copy of the 2023 handbook at [TrilliumOHP.com/memberhandbook](https://TrilliumOHP.com/memberhandbook).

2023 Lane County Member Handbook		
Page	Section	Corrected Text
39	How long it takes to get care	Interim services must be comparable to the original services requested based on the level of care and may include referrals, methadone maintenance, HIV/AIDS testing, outpatient services for substance use disorder, risk reduction, residential services for substance use disorder, withdrawal management, and assessments or other services.
47	Special screening and preventive care for members under age 21.	For eligible EPSDT members, Trillium Community Health Plan has to give:
49	EPSDT Referral, diagnosis and treatment	These services must be provided to eligible EPSDT who need them.
51-52	In Lieu of Services (ILOS)	<p>Removed these sections:</p> <p>Peer and Qualified Mental Health Associate Recovery Support Services offered at an Alternative Setting as a substitute for behavioral health therapy services. This ILOS may be appropriate for members with behavioral health conditions needing psychosocial rehabilitation services.</p> <ul style="list-style-type: none"> <li>Peer and Qualified Mental Health Associate Recovery Support Services offered at an alternative setting may include drop-in programs, community-based delivery of services and community-based service sites beyond a traditional office or clinic setting.</li> <li>Example of ILOS: Outreach and engagement services provided by certified Peer Support Specialists, Peer Wellness Specialists, or Qualified Mental Health Associates, to engage members in their care and provide ongoing support for enhancing wellness management, coping skills, independent living skills, and assistance with recovery. Services may be offered either prior to or after assessment and diagnosis, in clinical or community settings, in individual or group sessions, and may include drop-in services, care transition services, culturally specific services, and services focused on specific OHP populations.</li> </ul> <p>National Diabetes Prevention Program as a substitute for National Diabetes Prevention Program Services. This ILOS may be appropriate for members at risk of developing type 2 diabetes.</p> <ul style="list-style-type: none"> <li>National Diabetes Prevention Program offered at a community-based setting, such as a community gym or a community library in addition to a health clinic setting offering in person or online services.</li> <li>Example of ILOS: Provision of the National Diabetes Prevention Program (National DPP) by a Centers for Disease Control and Prevention (CDC) recognized program delivery organization. This ILOS supports provision of the National DPP</li> </ul>

		by community organizations that do not have billing infrastructure but are otherwise eligible to be DPP providers.
64	Hospitals	Removed this hospital listing: Springfield Oregon Health and Sciences University 3355 Riverbend Drive Suite 240, Springfield, OR 97477 (541) 687-1712 (TTY 711) <a href="http://www.ohsu.edu">www.ohsu.edu</a>
64	Hospitals	New URL for Springfield: Sacred Heart - Riverbend <a href="https://www.peacehealth.org/hospitals/sacred-heart-medical-center-riverbend">https://www.peacehealth.org/hospitals/sacred-heart-medical-center-riverbend</a>
64	Hospitals	Services listed for Springfield: McKenzie Willamette Regional Medical Center Services: Emergency Room, Maternity and Heart
64	Hospitals	Updated city and contact info Florence Peace Harbor Medical Center 400 Ninth Street Florence, OR 97439 (541) 997-8412 (TTY 711) <a href="https://www.peacehealth.org/hospitals/peace-harbor-medical-center">https://www.peacehealth.org/hospitals/peace-harbor-medical-center</a>
64	Hospitals	Cottage Grove Community Medical Center (541) 767-5500 (TTY 711) <a href="https://www.peacehealth.org/hospitals/cottage-grove-community-medical-center">https://www.peacehealth.org/hospitals/cottage-grove-community-medical-center</a>
64	Hospitals	New listing: Reedsport Lower Umpqua Hospital District 600 Ranch Rd. Reedsport, OR 97467 (541) 271-2171 (TTY 711) <a href="https://www.lowerumpquahospital.org/">https://www.lowerumpquahospital.org/</a>
65	<b>If you don't know if your problem is urgent, still call your provider's office, even if it's closed.</b>	You will receive a call back within 30 minutes for urgent issues. If we need more information, you will receive a call back within 60 minutes to assess the nature of your call.
73	<b>There may be services you have to pay for</b>	However, if Trillium's provider network does not have enough in-network providers that are able to give you the care that you need, in an appropriate manner and time, those services may be covered for out-of-network providers at no additional cost to you.

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# Apéndice del manual para miembros

Hemos actualizado las secciones a continuación. Esta información reemplaza lo que está impreso en el Manual para miembros 2023 adjunto. También puede encontrar una copia actualizada del manual 2023 en [TrilliumOHP.com/memberhandbook](https://TrilliumOHP.com/memberhandbook).

Manual para miembros del condado de Lane 2023		
Página	Sección	Texto corregido
39	Cuánto tiempo se tarda en recibir atención	Los servicios provisionales deben ser comparables a los servicios originales solicitados en función del nivel de atención y pueden incluir remisiones, mantenimiento con metadona, pruebas de VIH/SIDA, servicios ambulatorios para trastornos por consumo de sustancias, reducción de riesgos, servicios residenciales para trastornos por consumo de sustancias, control de abstinencia y evaluaciones u otros servicios.
47	Detección especial y atención preventiva para miembros menores de 21 años.	Para los miembros elegibles de EPSDT, Trillium Community Health Plan tiene que dar:
49	EPSDT Derivación, diagnóstico y tratamiento	Estos servicios deben proporcionarse a EPSDT elegibles que los necesiten.
51-52	In Lieu of Services (ILOS)	<p>Removed these sections:</p> <p>Peer and Qualified Mental Health Associate Recovery Support Services offered at an Alternative Setting as a substitute for behavioral health therapy services. This ILOS may be appropriate for members with behavioral health conditions needing psychosocial rehabilitation services.</p> <ul style="list-style-type: none"> <li>Peer and Qualified Mental Health Associate Recovery Support Services offered at an alternative setting may include drop-in programs, community-based delivery of services and community-based service sites beyond a traditional office or clinic setting.</li> <li>Example of ILOS: Outreach and engagement services provided by certified Peer Support Specialists, Peer Wellness Specialists, or Qualified Mental Health Associates, to engage members in their care and provide ongoing support for enhancing wellness management, coping skills, independent living skills, and assistance with recovery. Services may be offered either prior to or after assessment and diagnosis, in clinical or community settings, in individual or group sessions, and may include drop-in services, care transition services, culturally specific services, and services focused on specific OHP populations.</li> </ul> <p>National Diabetes Prevention Program as a substitute for National Diabetes Prevention Program Services. This ILOS may be appropriate for members at risk of developing type 2 diabetes.</p> <ul style="list-style-type: none"> <li>National Diabetes Prevention Program offered at a community-based setting, such as a community gym or a community library in addition to a health clinic setting offering in person or online services.</li> </ul>

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64	hospitales	Nueva URL para Springfield: Sagrado Corazón - Riverbend <a href="https://www.peacehealth.org/hospitals/sacred-heart-medical-center-riverbend">https://www.peacehealth.org/hospitals/sacred-heart-medical-center-riverbend</a>
64	hospitales	Servicios enumerados para Springfield: McKenzie Willamette Regional Medical Center Servicios: Urgencias, Maternidad y Corazón
64	hospitales	Ciudad actualizada e información de contacto florencia Centro médico Peace Harbor Calle Novena 400 Florenca, OR 97439 (541) 997-8412 (TTY 711) <a href="https://www.peacehealth.org/hospitals/peace-harbor-medical-center">https://www.peacehealth.org/hospitals/peace-harbor-medical-center</a>
64	hospitales	Centro médico comunitario de Cottage Grove (541) 767-5500 (TTY 711) <a href="https://www.peacehealth.org/hospitals/cottage-grove-community-medical-center">https://www.peacehealth.org/hospitals/cottage-grove-community-medical-center</a>
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65	<b>Si no sabe si su problema es urgente, llame al consultorio de su proveedor, incluso si está cerrado.</b>	Recibirá una llamada dentro de los 30 minutos para problemas urgentes. Si necesitamos más información, le devolveremos la llamada dentro de los 60 minutos para evaluar la naturaleza de su llamada.
73	<b>Puede haber servicios por los que tenga que pagar</b>	Sin embargo, si la red de proveedores de Trillium no tiene suficientes proveedores dentro de la red que puedan brindarle la atención que necesita, de manera y en el momento apropiados, esos servicios pueden estar cubiertos para proveedores fuera de la red sin costo adicional para usted.

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