

Tailored Plan Billing with Partners and Trillium



Upon the launch of Tailored Plans on 07/01/24 many North Carolina Medicaid Direct members will transition into a Tailored Plan. Providers can continue using NCTracks to verify member eligibility and determine the Tailored Plan they are assigned. Carolina Complete Health (CCH) will support physical health claims processing for two Tailored Plans: Partners Health Management (Partners) and Trillium Health Resources (Trillium).

Physical vs. Behavioral Health Billing Protocol

Beginning 7/1/24, instead of submitting physical health claims to Medicaid Direct for Partners or Trillium Tailored Plan members, providers should submit to Carolina Complete Health using **one of the methods outlined below**. If a claim includes both physical and behavioral health service lines, physical health services should be submitted using the physical health submission methods and behavioral health services should be submitted using a method indicated in the Tailored Plan billing guidance:

- [Partners Billing Guide](#)
- [Trillium NC Medicaid Direct and Tailored Plan Claims Submission Protocol](#)

Physical health claim submission methods for Partners and Trillium are outlined below. **Important:** Providers should not submit **Tailored Plan** physical health claims through the Carolina Complete Health **Standard Plan** portal. This will result in rejected claims and delayed processing.

Physical Health Claims Submission Methods



Partners Health Management	Trillium Health Resources
<p>Portal Providers will access Provider Connect for claim submission at: id.partnersbhm.org then select Availability for Physical Health claim submission.</p>	<p>Portal Providers will access the Trillium Physical Health Portal for claim submission at: provider.trilliumhealthresources.org</p>
<p>EDI/Clearinghouse CCH utilizes the clearinghouse Availity. As long as the provider's clearinghouse has a connection to Availity, then the claim can be passed on to CCH. CCH's Medical Payer ID is 68069.</p>	<p>EDI/Clearinghouse CCH utilizes the clearinghouse Availity. As long as the provider's clearinghouse has a connection to Availity, then the claim can be passed on to CCH. CCH's Medical Payer ID is 68069.</p>
<p>Mail: P.O. Box 8002 Farmington, MO 63640-8002</p>	<p>Mail: P.O. Box 8003 Farmington, MO 63640-8003</p>

Provider Support For Claims Questions

- Partners Provider Services: **877-398-4145**; 7 a.m. to 6 p.m. Monday-Saturday
- Trillium Provider Support Services: **855-250-1539**; 7 a.m. to 6 p.m. Monday-Saturday
- Physical health providers may also directly contact their [Provider Engagement Administrator](#) or the Provider Network Support Team with Carolina Complete Health Network by emailing NetworkRelations@cch-network.com.