

Tailored Plan Billing with Partners and Trillium for Physical Health Providers



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).

Claim Submission Protocol

For dates of service 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**. Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs) billing behavioral health as part of the core services identified in [NC Medicaid Policy 1D-4](#) will continue billing these as core services filed in the same way regardless of rendering provider type. For Partners and Trillium Tailored Plan members, this means Carolina Complete Health will process the claims. Claims should be submitted using the physical health claim submission methods outlined below.

Additional guidance, including behavioral health provider claim submission, can be found in the Tailored Plan billing guides.

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

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>

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Outpatient Claim Examples

Primary care services in any setting are processed by Carolina Complete Health as a physical health claim regardless of the diagnoses code on the claim. See below for example scenarios.

Child presents for an EPSDT Well Child Check and the PCP also manages ADHD diagnoses

Service Line CPT Code	Primary Diagnoses Code
99393	Z00129
99401	F909
99213	F909
92551	Z00129

This entire claim can be sent to Carolina Complete Health for Trillium and Partners Tailored Plan members for processing using one of the claim submission methods on page one.

Member sees their PCP for ADHD management and has a cough. The PCP runs a COVID test during the visit.

Service Line CPT Code	Primary Diagnoses Code
99214	F909
87636	R051

This entire claim can be sent to Carolina Complete Health for Trillium and Partners Tailored Plan members for processing using one of the claim submission methods on page one.

Member sees their PCP for management and counseling of unspecified post-traumatic stress disorder.

Service Line CPT Code	Primary Diagnoses Code
99213	F43.10
99401	F43.10

This entire claim can be sent to Carolina Complete Health for Trillium and Partners Tailored Plan members for processing using one of the claim submission methods on page one.

Frequently Used Provider Billing Resources

- [Claims Submission Reminder Guide](#)
- [Provider Taxonomy Guide](#)
- [Replacement and Voided Submissions, Correcting Claims](#)
- [Pediatric Provider Billing Guidance](#)

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.

Last Revised: June 5, 2024