

Third-Party Biller Provider Portal Set-up Guide



Using our provider portal for third-party billers offers benefits like real-time claim status updates, efficient claim submission/management, payment and authorization status, ultimately improving efficiency and reducing administrative burdens.

Links to register for the portals:

[Trillium Physical Health Portal](#)

[Carolina Complete Health Secure Provider Portal](#)

Information regarding the Secure Provider Portal:

- The portal is driven at the contracted Tax ID Number.
 - Each TIN can have multiple users on the account. Each user must have their own unique login.
 - CCHN is responsible for verifying the first Portal Administrator at the time of set up by the practice/Health System/Agency. The Portal Administrator for the practice/Health System/Agency is responsible for adding and removing users thereafter, including third-party billers.

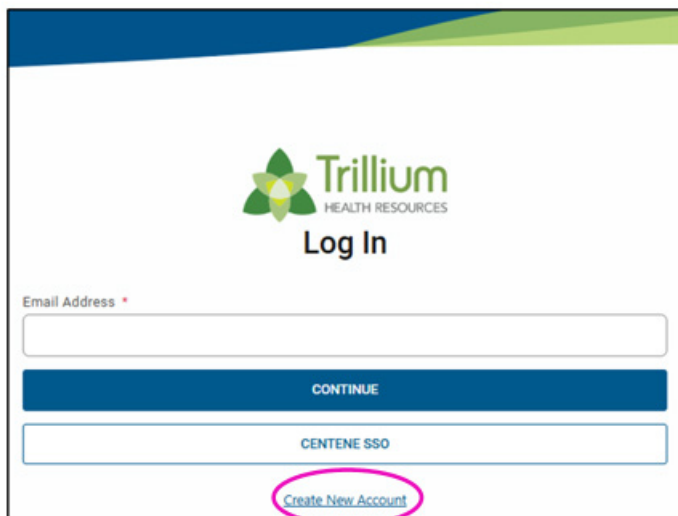
Steps for registering in the Secure Provider Portal with a provider you represent for billing:

Step 1: Connect with the agency/practice and speak with their Portal Administrator.

Confirm the contracted Tax ID Number and request the Portal Administrator “Invite a User” ([Instructions here](#)).

Step 2: The Portal Administrator will enter your email address and you will receive a link to the Health Plan’s portal log in page.

From this (see below) screen click “Create New Account.”:



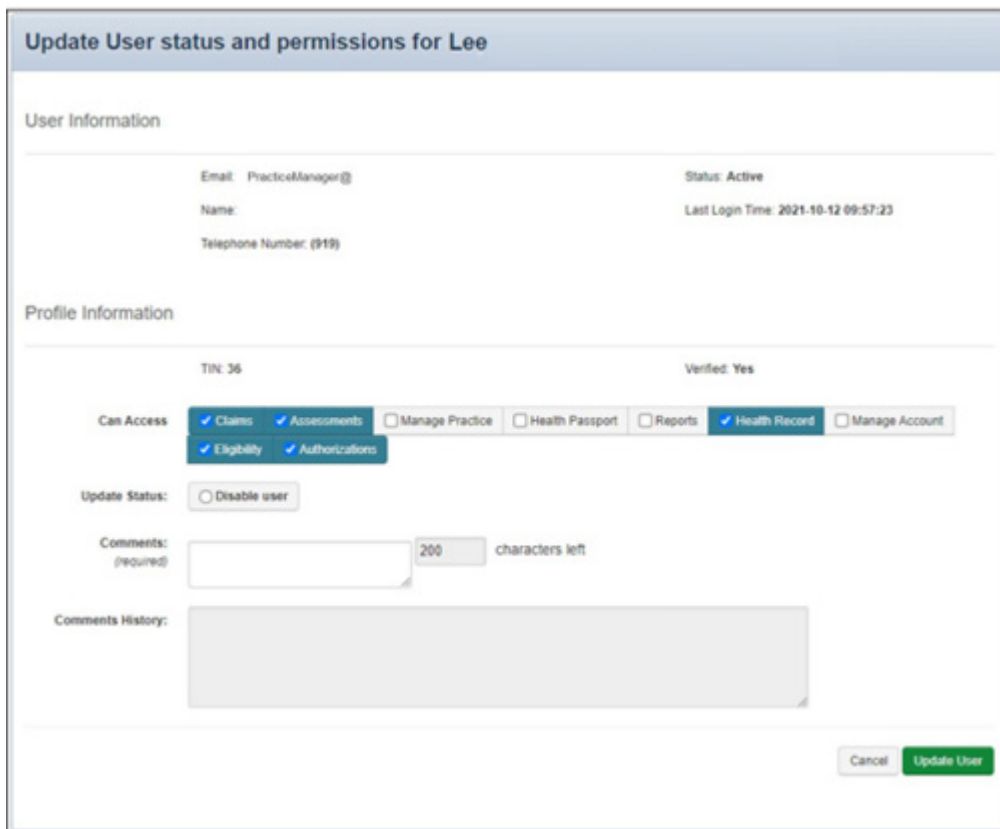
Continued on page 2

Step 3: Follow the prompts to verify your email address, then return to the log in screen, enter your email and click "Continue".

Step 4: You will need to complete additional prompts including the provider TIN, Phone, and Fax.

Step 5: At this point, contact the provider agency you work with, speak with their portal administrator and request they verify your user access.

- Billers and Clearinghouses will most likely need access to Claims and Eligibility at a minimum. Portal Account Managers are responsible for selecting and managing the appropriate access for each user in their practice.



- Once you are verified, return to log in screen. You will now have full functionality to log in, view and submit claims.

Continued on page 3

Provider Resources

- [Registering and Logging In \(PDF\)](#)
- [Portal Administrator Guide \(PDF\)](#)
- [Checking Member Eligibility and Health Record \(PDF\)](#)
- [Submitting a Claim \(PDF\)](#)
- [Secure Portal Slide Guide \(PDF\)](#)

Need Support

For assistance, please contact your assigned [Provider Engagement](#) Administrator or email our team at ProviderEngagement@cch-network.com.

Last Revised: March 14, 2025