

# Trillium Tailored Plan Physical Health

## Prior Authorization Guide

### Effective October 1, 2026

Effective October 1, 2026, most physical health utilization management services will move to Trillium. However, certain specialty service authorizations will continue to be submitted to Carolina Complete Health or other applicable partners, including:

- Durable Medical Equipment (DME), including Orthotics, Prosthetics, and Hearing Aid Services
- PCS, Private Duty Nursing, Home Health, and Hospice
- Transplants and CAR-T Cell Therapy.

### How to Submit Prior Authorizations

**Important:** The Trillium Physical Health Provider Portal will no longer be available for PA submissions beginning October 1, 2026. The Secure Provider portal will re-route to Availity for authorization creation.

### Recommended submission method: Availity Essentials

- Providers can continue using **Availity Essentials** to submit Carolina Complete Health-managed PAs.
- [Register and Get Started with Availity Essentials](#)
- [Carolina Complete Health Transitions to Availity Essentials Bulletin](#)

### Fax Submission:

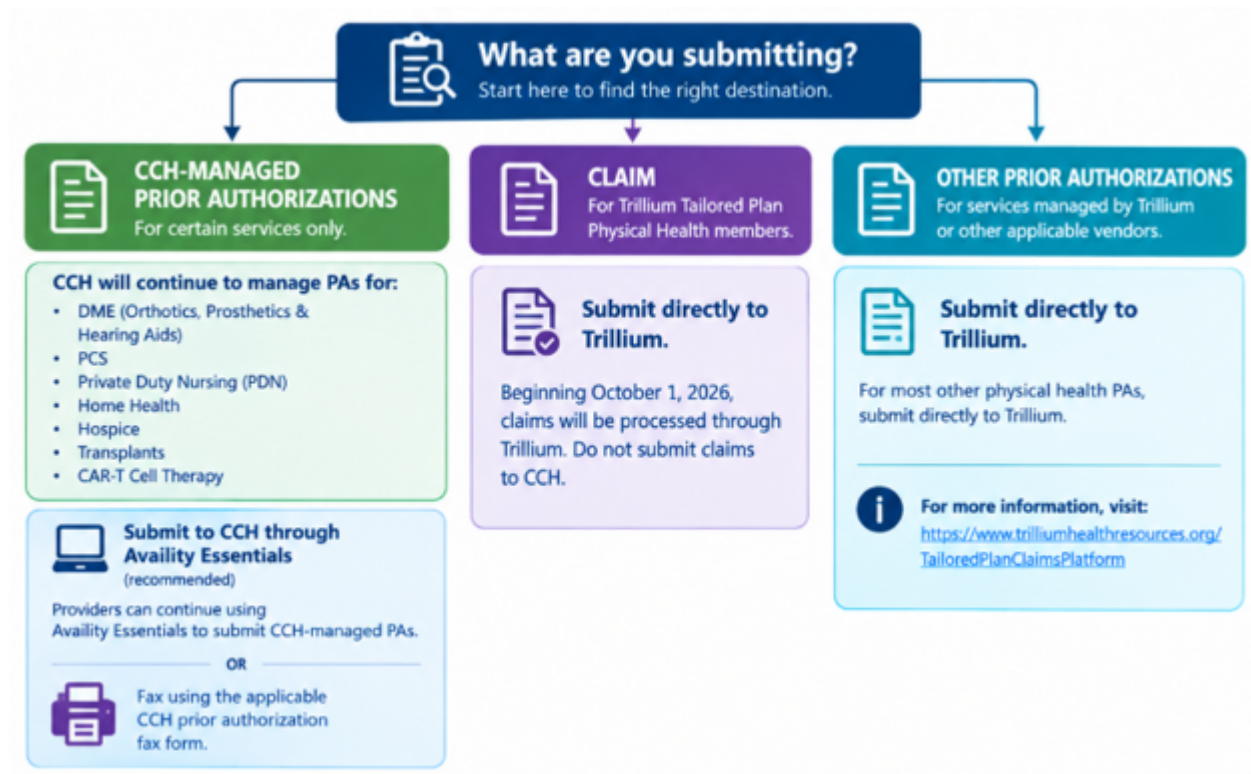
Providers may also submit CCH-managed PAs using the applicable [Trillium PA Fax Form](#).

*Continued on page 2*

## Prior Authorizations Moving to Trillium

For services where Trillium manages the prior authorization, submit the PA directly to Trillium. Visit <https://www.trilliumhealthresources.org/authorizations> to learn more.

Utilization management services currently supported by Envolve Vision, EviCore, Evolent, and Turning Point will continue to be managed by the respective vendors.



Last Revised: Sept 22, 2026