



Trillium
HEALTH RESOURCES

Trillium Unified Claims System Information Session

June 23, 2026

Disclaimer



Providers are not permitted to record this session. Additionally, the use of Artificial Intelligence (AI) features — including, but not limited to, programs and/or applications that assist with transcription and/or recording — is strictly prohibited.

AGENDA



Current Operational Information : Presented by Carolina Complete Health

- Key Contacts
- Website and Provider Resources
- Reminders & Resources

Overview of the New Unified Claims System: Presented by Trillium

- Authorization and Claims Submission – Dr. Paul Garcia, Vice President of UM and Benefits, and Stacy Lassiter, Claims Processing Manager
- Preparations to come:
 - Finance forms: W-9 and payment authorizations – Kayla Pomeroy, Financial Project Analyst
 - Provider system administrator setup and system training: August 3, 2026 – Bobby Cruthirds, Deputy CISO
 - Stay current with updates and changes – Luz Terry, Senior Vice President of Learning & Development
- **Poll**

IMPORTANT INFORMATION



Carolina Complete Health will continue to support Trillium Tailored plan members with physical health claims processing, physical health authorizations review, and physical health provider engagement.

Effective October 1, 2026:

- **All claims for Trillium Tailored Plan members must be submitted directly to Trillium through a unified claims platform.**
- **Providers will no longer submit claims to Carolina Complete Health for these members.**
- **Some physical health authorizations must be submitted to Trillium through the new unified claims system portal. Some authorizations for specialty services will continue to be sent to Carolina Complete Health or other vendors.**
- **Your services remain the same, only submission processes change.**
- **More information may be found in the [June 4th, 2026, Special Bulletin](#).**



Current Key Contacts

Billing Questions/Support	Trillium Provider Support Service Line: 1-855-250-1539 *(Have your TIN and NPI ready for provider verification) Once you are working with your assigned CCHN Provider Relations Coordinator, you can contact them directly.
Authorization Submissions/Questions	Call Trillium at 1-855-250-1539 and wait on the line for Provider Support Service Line. Request to be transferred to the CCH Physical Health UM Team.
Member and Recipient Service Line	1-877-685-2415
Submitting Trillium's 3051 Form	LTSS@trilliumnc.org
Questions about PCS?	If you have questions about PCS, you may call Trilliums' Provider Support Service Line at 1-855-250-1539 or you can submit questions online at through the PCS inquiry form
HHAeXchange Client Support	Client Support Portal
Technical Support for the Trillium PH Portal	CCHN Provider Engagement Team: ProviderEngagement@cch-network.com

Resources & Reminders

Carolina Complete Health



Trillium Tailored Plan Physical Health Website & Provider Resources

network.carolinacompletehealth.com/Trillium

Claim Submission

Physical health claims for Trillium Tailored Plan members are processed by Carolina Complete Health.

View [Trillium's Claim Submission Protocol](#) under Claims/Finance Information & Forms

You can submit physical health claims in any of the following ways:

Method
Portal
Mail
Clearinghouse/EDI
Payer ID

Provider Forms

Claim Dispute Form

- [Trillium Tailored Plan Physical Health: Claim Reconsideration and Grievance Form \(PDF\)](#)

Medical Prior Authorization Form

- [Prior Authorization Fax Form: Trillium Physical Health Tailored Plan \(PDF\)](#)

Personal Care Services Request Form

- For Trillium Tailored Plan members, please complete the [DHB 3051 Form](#) when making a referral for a PCS assessment or reassessment. Form can be emailed to LTSS@trilliumnc.org using the "Submit" button on the form, or by saving to your desktop and emailing as an attachment.

About UsProvider ResourcesPrior AuthorizationProvider CommunicationsContact Us

Provider Resources

- Tobacco-Free Policy Resources
- Manuals, Forms, and Guides
- Claims and Billing
- Prior Authorization
- Pharmacy
- Clinical Practice Guidelines
- Clinical Policies
- Payment Policies
- Administrative Policies
- Education and Training
- Tailored Plans
- Partners Tailored Plan Provider Resources
- Trillium Tailored Plan Provider Resources
- Behavioral Health
- Transportation Services
- Home Health and Personal Care Services
- Quality Improvement and HEDIS
- In Lieu of Services (ILOS)

Trillium Tailored Plan Provider Resources

Trillium

HEALTH RESOURCES

Contact Us and Resources

- Trillium Provider Support Service Line: [1-855-250-1539](tel:1-855-250-1539)
- Trillium Member & Recipient Services: [1-877-685-2415](tel:1-877-685-2415)
- Trillium Behavioral Health Crisis: [1-888-302-0738](tel:1-888-302-0738)
- Carolina Complete Health Network [Provider Engagement Team](#)
- [Tailored Plan Information for Trillium Providers](#)

Training and Resources

- [Trillium Tailored Plan Trainings](#)
- [Trillium Out-of-Network \(OON\) Provider Guide \(PDF\)](#)
- [Personal Care Services Provider Companion Guide \(PDF\)](#)
- [Trillium Durable Medical Equipment \(DME\) Provider Guide \(PDF\)](#)

Provider Portal

Trillium Physical Health Portal Setup:

- To access the Trillium Physical Health Portal, contracted providers must identify an individual who will serve as the Portal Account Manager.
- The Account Manager should follow the prompts using the portal link to create an account, validate their email, and register the Tax ID Number (TIN)
- After registering, email your assigned [Provider Engagement Administrator](#) email ProviderEngagement@cch-network.com to request verification of your portal registration request and assignment as Portal Account Manager.



Resources

- **Trillium Tailored Plan Information Session Slides (PDF)**
- **Trillium Out-of-Network (OON) Provider Guide (PDF)**
- **Personal Care Services Provider Companion Guide (PDF)**
- **Trillium Durable Medical Equipment (DME) Provider Guide (PDF)**
- **Personal Care Services Provider Training (PDF)**
- **Join next month session for the most current information:
Register Here in Advance**
- **Secure Portal Slide Guide**



Reminders

How to Secure a Prior Authorization:

Secure Provider Portal:

Provider.trilliumhealthresources.org

Phone: 1-855-250-1539

Connect with Trillium Provider Support Service Line and request a transfer to the Physical Health Utilization Management Team

Availity Essentials

<https://www.availity.com/providers/>

Fax

Use the [Trillium PA Fax Form \(PDF\)](#) and submit to one of the following:

Outpatient: 833-875-0930

Inpatient medical: 833-875-0650

Concurrent review: 833-875-2264

Transplant: 866-753-5659

Physician Administered Drug Program (PADP): 833-754-0251

Submission Methods for Claims:

Secure Provider Portal

Provider.trilliumhealthresources.org

Individual claims (professional and institutional) and batch claim submission

Availity Essentials

<https://www.availity.com/providers/>

Clearinghouse/EDI

Use Payer ID 68069

The preferred clearinghouse is Availity. If the provider's clearinghouse connects to Availity, the claim can be passed on to CCH.

Mail

Paper claim submission and claim correspondence (i.e. reconsideration and grievances) can be mailed on the appropriate form to:

PO Box 8003 Farmington, MO 63640-8003



Overview of the New Unified Claims System

OVERVIEW



Effective October 1, 2026:

- Trillium will transition to a unified claims system for Trillium Tailored Plan operations.
- All claims (physical health, behavioral health, and LTSS) for Trillium Tailored Plan members must be submitted directly to Trillium through a single portal.
- Providers will no longer submit physical health claims to Carolina Complete Health for Trillium Tailored Plan members.
- Some physical health authorizations must be submitted to Trillium through the new unified claims system portal. Some authorizations for specialty services will continue to be sent to Carolina Complete Health or other partners.

Trillium is here to help you through the transition.



Authorizations

Dr. Paul Garcia, Vice President of UM and Benefits

AUTHORIZATION SUBMISSION



Most physical health authorizations should be submitted to Trillium starting on October 1. These services include inpatient, post-acute care, labs, specialty care, home infusions, ophthalmology, and cell and gene therapy. Other services should be directed to other vendors as described below:

Authorization Portal	Service
Carolina Complete Health	• Durable Medical Equipment (DME), including Orthotics, Prosthetics, and Hearing Aid Services • LTSS, PCS, Private Duty Nursing, Home Health, Hospice • Transplants and CAR-T-Cell therapy
Centene Vision	• Vision
EviCore	• Genetic Testing
Evolent	• Outpatient Imaging • Outpatient and elective inpatient Musculoskeletal Surgery and Interventional Pain Management • Radiation Oncology
Turning Point	• Outpatient and non-emergent inpatient Interventional Cardiology Procedures.



Claims

Stacy Lassiter, Claims Processing Manager

CLAIMS SUBMISSION



Effective October 1, 2026, all Trillium Tailored Plan claims except Non-Emergency Medical Transportation (NEMT), Vision, and Pharmacy (point-of-sale) claims can be submitted to Trillium:

EDI Via Clearinghouse:

Optum – Change HealthCare
The SSI Group
Availity

Direct EDI:

Secure FTP

Direct Entry:

iTransact Portal

Mailed Paper to:

Trillium Health Resources
PO Box 240909
Apple Valley, MN 55124

CLEARINGHOUSE SET-UP



Clearinghouse	Payor ID	Website links
Optum - Change HealthCare	TBD	www.changehealthcare.com
The SSI Group	TBD	www.thessigroup.com
Availity	TBD	www.availity.com

If you are currently using a clearinghouse other than ones listed above and wish to continue using them, you will need to provide them with the applicable Trillium Payer ID so they may connect with one of the clearinghouses above. These changes must be completed by October 1 to bill Trillium for Tailored Plan claims.

INTEREST PAYMENTS



Interest will be paid to Providers on the portion of the claim payment that is paid late at the annual percentage rate of eighteen percent (18%) beginning on the first day following the date that the claim should have been paid or was underpaid.



THIRD PARTY LIABILITY/COORDINATION OF BENEFITS

- Providers will have the ability to view and verify other insurance through the Provider Portal:
 - iTransact>Member Management>Member Update>COB Add/Update
- iTransact will allow Providers to add and update other insurance policies through the COB Add/Update module. Adds and changes submitted through iTransact Portal will be validated by Trillium Eligibility & Enrollment Staff prior to approving the request.

THIRD PARTY LIABILITY/COORDINATION OF BENEFITS



Member Management Review Member Vendor's Claims Submit a Claim My Authorizations Authorization Lookup File Repository My Checks

Viewing : Vendor : [REDACTED]
Provider : [REDACTED]
If you are having issues using the Provider Portal, please call our Provider Support Service line at 1-855-250-1539 for help.

Update Member

Member/Recipient : (Please select a Member/Recipient)

Member/Recipient #: Policy #: Last Name:

First Name: SSN: DOB:

[Find](#)

Mem/Recipient #:	Policy #:	LastName:	FirstName:	DOB:	Group:	EffDate:	ExpDate:	SSN:	Action
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Tailored Plan Medicaid	03/01/2025	09/30/2026	[REDACTED]	COB Add/Update Client Update

Viewing : Vendor : [REDACTED]
Provider : [REDACTED]
If you are having issues using the Provider Portal, please call our Provider Support Service line at 1-855-250-1539 for help.

* Mandatory fields for submission

Coordination of Benefits

Insurance Name: * Policy Type: * Insurance Number: * Group Policy Number:

Group Policy Name: Policy holder's First Name: Policy holder's Last Name:

Member Relationship to Policy holder: * Effective Date: * Expiration Date: *

Precedence	Insurance Name	Insurance Number	Policy Type	Group Policy Number	Group Policy Name	Effective Date	Expiration Date	Action
	BCBS NORTH CAROLINA FEDERAL EMPLOYEES	[REDACTED]	Medical			02/01/2024	12/31/9999	View
Primary	BCBS NORTH CAROLINA FEDERAL EMPLOYEES	[REDACTED]	Medical			02/01/2024	12/31/9999	View

Comments



PAYMENT INFORMATION/REMITTANCE ADVICE

Providers will receive their remittance advice (RA) and 835 the following date after check write. The RA and 835 will be placed in the providers sFTP site as well as on the provider portal iTransact.

- [Trillium - 835 Response File Routing Change Form](#)

RA companion guide will be found on our website (coming soon).

Trillium's 2026 Checkwrite schedule can be found on the website

- [Trillium Checkwrite Schedule](#)



ESCALATION PROCESS

The following resources are available to assist providers to resolve claims payment issues:

- For any claim related questions and concerns, providers can contact our Claims Relations Team at ClaimsSupport@trilliumnc.org.
- Trillium's [Known Issues Tracker](#) includes a listing of known system issues.
- Providers experiencing a hardship can submit [Hardship Payment Requests](#) via the Smartsheet form.
- Providers needing to submit historical claim adjustments can complete a Smartsheet form that will be available on our website including instructions on how to complete the form.

OPTIONS FOR SUPPORT



Trillium is here to support you through the transition!

- Information will be posted on our [unified claims landing page](#).
- Our Claims team is ready to answer your questions post-launch.
- We are here to answer questions you may have today and in the following weeks.



Preparing for Payment Changes

Kayla Pomeroy, Financial Project Analyst



HOW CAN I PREPARE?

- Sign up for EFT enrollment
- Complete the system administrator form and training in August 2026
- Check with your clearinghouse about updates for October 1
- Check the Trillium website regularly for updates
- Send us your questions [here](#)

EFT Enrollment



- For Providers to successfully set up to receive payments via EFT please utilize the below link:

[Trillium Provider Setup](#)

- On this form Providers will be required to provide the following information:
 - Business name
 - Name as found on the W9 (as reported to the IRS)
 - Tax ID number
 - Whether that tax ID is a Social Security Number or Employer Identification Number as registered with the IRS
 - Business phone number and mailing address
 - Primary contact name, phone number, and email address
 - Email address for payment advices, 835s/RAs
 - Banking information
- Completed Trillium EFT Authorization form, bank letter/direct deposit letter or void check, and a completed W9
- Date of completion

Any banking information, remittance email changes or primary contact information will need to be submitted to: TP.Finance@TrilliumNC.org.



Preparing for System Changes

Bobby Cruthirds, Deputy Chief Information Security Officer



System Administrator Setup and Training

- Beginning August 3, 2026, you can start the onboarding process to gain access to streamlined payment processing and authorization submissions in the unified claims system. We are launching a new automated form that will walk you through the process in 15 minutes.
- Attending Trillium's Provider Training for System Administration and iTransact is the first and mandatory step before accessing the enrollment form.
- Training prepares your team to manage your agency's access and permissions within Trillium's systems and to navigate the iTransact Provider Portal — the platform you will use for claims submission, payment tracking, and authorization requests after you are approved. Training will be available through [MyLearningCampus](#).
 - The webpage with information can be found at <https://www.trilliumhealthresources.org/providers/my-learning-campus-providers>



Stay Current with Updates and Changes

Luz Terry, Senior Vice President of Learning & Development

Provider Manual, Billing Guidance, & Additional Resources



- Trillium's Billing Guide [updated soon]
- [PHP Health Plan Billing Guide](#)
- [Prompt Payment Tipsheet](#)
- [Taxonomy Code on Claim Submission Fact Sheet](#)
- [Electronic Visit Verification \(EVV\)](#)
- [Check Write Schedule](#)
- Trillium's Reimbursement Policy is located on our secured provider portals, links to the portals will be found on our [Provider Contact Information and Portals](#) webpage, the portals will also include additional trainings and Job Aids
- Additional Resources can be found on our [For Providers, Documents And Forms](#) webpage
- RA Companion Guide [coming soon]
- Historical Claim Adjustment Form [coming soon]

Updated links and documents will become available this summer prior to launch.

Questions?



More information will be available on the [Tailored Plan Claims Platform Migration](#) page on the Trillium website. Answers to your questions will be posted here.

Sign up for our [provider communications](#) for regular updates!



Poll

- We'd appreciate your feedback on today's session. Please take a moment to answer all four questions.
- Your responses will help us evaluate today's training and plan for our upcoming Provider Education and Training session on July 28 at 12:00 PM.
- You may [Register Here in Advance](#) and submit questions using the registration link provided.