



Transforming Lives. Building Community Well-Being.

## Clinical Consolidation Communication Bulletin 12

**To:** All Eastpointe and Sandhills and Trillium Providers  
**From:** Cindy Ehlers, Chief Operations Officer  
**Date:** January 31, 2024  
**Subject:** Consolidation Rates and Contracting

### CONSOLIDATION RATES AND CONTRACTING

Trillium Health Resources looks forward to serving residents in Guilford, Randolph, Montgomery, Moore, Lee, Hoke, Richmond, Anson, Scotland, Robeson, Sampson, Duplin, Wayne, Lenoir, Greene, Wilson, Edgecombe, and Warren counties starting Feb. 1, 2024.

We understand this change comes during a time of many changes, and our goal is to avoid or minimize any provider abrasion. In a consolidation of this size and the short timeframe to merge data and systems, we expect there will be some issues identified. Trillium is in the process of identifying potential issues and finding solutions to mitigate the effect these issues will have on providers.

We anticipate there may be some discrepancies in rates; however, Trillium will correct the issues that are identified promptly. To troubleshoot the issue, Trillium's Finance Department plans take the following actions:

1. We are working diligently to ensure providers maintain their funding levels for the services they provide to our members. Please continue to bill at your contracted rates and we appreciate your patience as we work quickly to resolve any issues.
2. Please note: Member-specific rates will transfer to Trillium. End dates between Feb. 1, 2024 and Feb. 28, 2024 will be extended to Feb. 29, 2024 to allow for providers to follow the Trillium process for submitting a continuation request. Member-specific rates that are set to expire past June 30, 2024 will be set to expire June 30, 2024. Post-consolidation, all requests should follow the Trillium member-specific rate request process.

For more information and to submit questions, please visit our [Consolidation page](#)

All questions related to this Clinical Consolidation Communication can be sent to [NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org). Questions will be responded to as quickly as possible. We are working to address other questions and concerns as quickly as possible. Thank you for your patience while we transition.