

PROVIDER SERVICES		
Name	Description	Provider Services Number
Provider Support Line	Our Provider Support Service Line is a dedicated phone line that is available for all contracted providers in our network to answer questions regarding billing, processes, etc.	1-855-250-1539 (Monday–Saturday 7 a.m. to 6 p.m.)

NETWORK SERVICES		
Name	Description	Email
Network Services Ticket System	Another option for providers in our network to submit emails for questions, concerns, comments, and requests.	NetworkServicesSupport@TrilliumNC.org

PROVIDER PORTALS		
For Behavioral Health and I/DD Claims		
Name	Description	Web Link
Behavioral Health I/DD Secure Provider Portal—Provider Direct	Claims Submitted via Secure Portal Clearinghouses Change Healthcare—Payor ID 56089 The SSI Group—Payor ID 43071	ncinno.org
	Phone Number	Address for Paper Claims
	1-855-250-1539	Trillium Health Resources PO Box 240909 Apple Valley, MN 55124

For Physical Health Claims		
Name	Description	Web Link
Physical Health Secure Provider Portal	Claims Submitted via Secure Portal (link to the right) Clearinghouses Availity—Payor ID 68069	provider.trilliumhealthresources.org
	Phone Number	Address for Paper Claims
	1-855-250-1539	Trillium Health Resources PO Box 8003 Farmington, MO 63640-8003

PROVIDER APPEALS		
Name	Description	Web Link
Provider Direct	Trillium Behavioral Health Provider Portal	ncinno.org
	Phone Number	Address
	1-855-250-1539	201 W. First Street, Greenville, NC 27858

MEMBER SERVICES / ELIGIBILITY

Name	Description	Web Link
Member and Recipient Services	Our Member and Recipient Services line is available Monday–Saturday 7 a.m. to 6 p.m. for non-emergency inquiries from Medicaid members or state-funded recipients.	trilliumhealthresources.org
		Phone Number
		1-877-685-2415

CLAIMS / ELECTRONIC DATA INTERCHANGE (EDI)

For Behavioral Health and I/DD Claims

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Behavioral Health I/DD Secure Provider Portal—Provider Direct	Claims Submitted via Secure Portal (link to the right) Clearinghouses Change Healthcare—Payor ID 56089 The SSI Group—Payor ID 43071	ncinno.org
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		Phone Number
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INTERPRETER SERVICES

Name	Description	Note	
Trillium Member and Recipient Services	Trillium will connect to interpreter services when members call in to the service line if they speak a language other than English.	Providers are required to offer interpreter assistance to members receiving services in their offices when requested.	
			Phone Number
			1-877-685-2415


PHARMACY SERVICES		
PHARMACY LINE goes live on June 1		
Name	Description	Web Link
PerformRx	Trillium has contracted with PerformRx as our Pharmacy Benefits Manager (PBM). Providers can fax or visit the link to submit prior authorization forms for pharmacy use, ask about the Drug Utilization Review Program, and more.	ncinno.org
Phone Number		Address for Paper Claims
1-855-250-1539		Trillium Health Resources PO Box 240909 Apple Valley, MN 55124


NURSE LINE	
NURSE LINE goes live on June 1	
Name	Description
Nurse Line	Phone line for Tailored Plan Medicaid members to ask about medical information; available 24 Hours a Day / 7 Days a Week
Phone Number	1-877-685-2415

BEHAVIORAL HEALTH CRISIS		
BEHAVIORAL HEALTH CRISIS LINE		
Name	Description	Phone Number
Behavioral Health Crisis Line	Phone line for anyone to call with a behavioral health crisis, 24 hours a day/ 7 Days a Week	1-888-302-0738



TRANSPORTATION		
TRANSPORTATION/NEMT LINE goes live on May 16		
Name	Description	Note
Modivcare	Tailored Plan members can call to schedule a ride to a medical appointment for themselves or a child/dependent. Members can all two days in advance, but no more than 30 days before their appointment.	NC Medicaid Direct members can schedule this service through their local Department of Social Services.
Phone Number		
1-877-685-2415		

FRAUD, WASTE, AND ABUSE		
Name	Description	Web Link
EthicsPoint	On-Line and Telephonic Reporting System for Fraud, Waste and Abuse.	secure.ethicspoint.com/domain/media/en/gui/34587/index.html
Phone Number	Dial Toll-Free, within the United States, Guam, Puerto Rico and Canada 1-855-659-7660	

ADDITIONAL PROVIDER RESOURCES		
	Website	Web Link
	trilliumhealthresources.org	trilliumhealthresources.org/for-providers

MEMBER SERVICES / ELIGIBILITY		
Name	Description	Web Link
 Trillium Advantage	Trillium Advantage covers services and settings not currently available to members in NC Medicaid. Some examples include gym memberships, tobacco cessation programs, and food vouchers.	trilliumhealthresources.org/members-recipients/trillium-advantage
		Phone Number 1-877-685-2415

UNMET HEALTH-RELATED RESOURCES		
Name	Description	Web Link
Healthy Opportunities Pilot	Trillium has 15 counties that are within the pilot area. Medicaid members living in Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt, Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender with a behavioral /physical health condition AND one social risk factor are eligible.	trilliumhealthresources.org/health-related-resources-needs and www.ncdhhs.gov/about/department-initiatives/healthy-opportunities
		Provider Services Number 1-855-250-1539 (Monday–Saturday 7 a.m. to 6 p.m.)

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PROVIDER OMBUDSMAN	
Name	Email
NC Medicaid Managed Care Provider Ombudsman	Medicaid.ProviderOmbudsman@dhhs.nc.gov
Phone Number	1-866-304-7062

NCDHHS FACT SHEETS	
Name	Web Link
Fact Sheet What Providers Need to Know —After Managed Care Launch	medicaid.ncdhhs.gov/media/9531/open
Tailored Plan Launch —Day One Provider Quick Reference Guide	medicaid.ncdhhs.gov/media/9521/open
NC Medicaid Provider Playbook: *Claims submission fact sheets can be found in the Provider Playbook	medicaid.ncdhhs.gov/providers/provider-playbook-nc-medicaid-managed-care

AHEC PRACTICE AND SUPPORT	
Phone Number	Email
919-445-3508	practicesupport@ncahec.net

NCTRACKS CALL CENTER	
Phone Number	
1-800-688-6696	