

Network Consolidation Communication Bulletin 01

To: All Eastpointe, Sandhills and Trillium Providers
From: Cindy Ehlers, Chief Operations Officer
Date: December 21, 2023
Subject: Consolidation and Legacy Entity Provider Claims

This communication provides information around claims payment requirements for all Eastpointe, Sandhills, and Trillium providers beginning 2/1/2024 as a result of the consolidation.

On 12/18/2023, Secretary Kody H. Kinsley approved the consolidation agreement between Trillium Health Resources and Eastpointe Human Services, which provide managed care services to North Carolina's Medicaid population. This approval includes the consolidation of Eastpointe and Sandhills Center. There will be a total of 46 counties in the combined region, effective January 1, 2024 that will now be operated by Trillium. For members and providers, the consolidation transition will occur on February 1, 2024.





Authorizations - We understand this change can create anxiety for all stakeholders including members, providers, and community agencies. We want to make the change as easy as possible and transparent for all. To allow for transition to occur without members losing services, and to ensure providers are paid in a timely manner, Trillium will offer transition of care flexibilities for services that require authorization for Eastpointe, Sandhills and Trillium members. Effective February 1, 2024 through April 30, 2024 all services for all members and all providers will not require a prior authorization. All services provided are subject to a post payment review to assure that medical necessity was met at the time of service delivery and all clinical information must still be completed as required by policy. For more information about authorization of services please see [Clinical Consolidation Bulletin 01](#).

CLAIMS BILLING AND PAYMENT FOR CONSOLIDATION

Beginning with dates of service provided to members on 2/1/2024 and thereafter, providers will be required to submit their claims to Trillium Health Resources for services provided to members/recipients with assigned coverage in one of the following counties that are consolidating with existing Trillium Health Resource counties.

Anson	Lee	Robeson
Duplin	Lenoir	Sampson
Edgecombe	Montgomery	Scotland
Greene	Moore	Warren
Guilford	Randolph	Wayne
Hoke	Richmond	Wilson

CLAIMS MAY BE SUBMITTED TO TRILLIUM HEALTH RESOURCES BY:

-  Uploading an 837I or 837P through the Trillium's secure Provider Direct Portal
-  Direct entry through the Provider Direct Portal
-  Utilizing Change Healthcare at no additional cost
-  Utilizing The SSI Group

For any dates of service provided to members 1/31/2024 and prior, providers will continue to submit claims through the appropriate LME/MCO system of Eastpointe or Sandhills based on where the member/recipient is assigned to for coverage. All timely filing and adjustment timeframes will continue to be followed.

Provider Direct

To obtain access to Trillium's Provider Direct portal for direct claims entry,

1. Complete the Provider Direct System Administrator training on [Provider My Learning Campus](#).
2. Submit a certificate of completion along with the [System Administrator Designee Request Form](#) to PDsupport@trilliumnc.org.
3. Once you complete the training and System Administrator Designee Request Form, you will receive your login credentials.

If you need technical assistance with this process, please email PDsupport@TrilliumNC.org.

Clearinghouses

If you are currently using a clearinghouse other than Change Healthcare or The SSI Group, and wish to continue using them, you will need to provide them with Trillium's Payer ID – 56089 so they may connect with Change Healthcare or ID 43071 to connect with The SSI Group.

For additional information on Change Healthcare, please visit their website at www.changehealthcare.com.

For additional information on The SSI Group, please visit their website at www.thessigroup.com.

Payment

Payment for all approved claims will be issued in accordance with the current Check Write Schedule available on Trillium's website at www.TrilliumHealthResources.org under For Providers and Billing Codes & Rates/Check Write Schedule.

All Remittance Advices and 835s will be available the day after the designated check write.

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

If you have questions about any of the information above, please attend the provider office hours held daily or contact the Provider Support Services Line at 1-855-250-1539.