



URGENT

NOTIFICATION FOR PROVIDERS

PROVIDER DIRECT USER INTERFACE FORMAT CHANGES

As we continue to move toward becoming a Tailored Plan, we are making changes and adding additional fields related to Third Party Insurance in Provider Direct.

Effective 10/13/2022, Third Party Insurance information captured for members in Provider Direct will be enhanced within the New Enrollments, Client Updates and Add Third Party Insurance button. The process for submission remains unchanged other than the addition of fields. The additional fields are as follows:

- Group Policy Name
- Group Policy Number
- Policyholders First Name
- Policyholders Last Name
- Member Relationship to Policyholder
- Non-custodial Parent Check Box

Please complete these new fields as accurately as possible.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions or concerns please contact Trillium via the Feedback button or send an email to EnrollmentandEligibility@TrilliumNC.org

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