

WELCOME TO TRILLIUM HEALTH RESOURCES

NEW PROVIDER QUICK GUIDE



Provider Supports

All providers should review the Provider Manual as this is the best overview of expectations and requirements. Trillium's Provider Manual is located in Provider Direct and [My Learning Campus](#) to protect the information providers need to access.

Please call our Provider Support Service Line with any questions or requests.

Provider Support Service Line

1-855-250-1539

Monday–Friday

8:30 a.m.–5 p.m.

Providers can also submit questions via email.

Network Services Support Email

NetworkServicesSupport@TrilliumNC.org

IT assistance with logins, passwords, access to platforms, and other technical system issues.

IT Service Desk Email

pdsupport@trilliumnc.org

Provider.MyLearningCampus.org

Web-based training/education site to access recorded modules on topics Trillium deems important for Providers to complete. Available 24/7, including videos, tests, evaluations, certificates, and record-keeping system.

To create your account and access courses, please fill out the [Provider Learning Campus User Agreement form](#).

Trillium's provider portal is called Provider Direct.

Providers can enter treatment authorization requests/ service authorization requests, person centered plans (PCP), and check claim information.

All claim information can be accessed through [Provider Direct](#).

Trillium Quick Reference Guide

Committees Trillium partners with medical and clinical professionals from our Network Provider organizations, as well as with members, their family members, and community stakeholders to form [committees](#).

Zixmail Secure for Providers For providers to create and [send secure emails to Trillium staff](#). Note that while emails are encrypted, do not include any PHI in the subject line of emails.

Clinical Practice Guidelines Providers are expected to maintain and/or advance the quality of services through the demonstration of practice consistent with pertinent [Clinical Practice Guidelines and Best Practices](#).

Provider Ombudsman

The Medicaid Managed Care Provider Ombudsman is available to providers across North Carolina.

Phone 1-866-304-7062

Email Medicaid.ProviderOmbudsman@dhhs.nc.gov

