

To: All Providers
From: Dr. Paul Garcia, Vice President of Utilization Management and Benefits
Date: August 27, 2025
Subject: Non – covered Services Reminder

NON – COVERED SERVICES REMINDER

Any Medicaid service that is a non-covered service, must be reviewed for prior approval. The non-covered form can be found on the Trillium website on our [Early and Periodic Screening Diagnosis and Treatment \(EPSDT\)](#) page.

The non-covered form along with treatment authorization request and the clinical documents to support medical necessity should be submitted into our Provider portal Provider Direct or follow our single case agreement process for codes not in contract.

When submitting a claim for an EPSDT service, once authorization is obtained, the claim should be submitted with the appropriate EPSDT indicator per the NUCC CMS 1500 and NUBC UB 04 claim form billing guidelines. For electronic claim form submissions, be sure to include the appropriate EPSDT indicator in the EDI loop/segment per the X12 837I/837P guidelines.

Thank you for your attention to this communication. All questions related to this Clinical Communication Bulletin can be sent to ClaimsSupport@TrilliumNC.org. Questions will be answered as quickly as possible