



## Clinical Communication Bulletin 97

**To:** All Providers  
**From:** Dr. Paul Garcia, Vice President of Utilization Management and Benefits  
**Date:** February 19, 2026  
**Subject:** Changes in authorization requirements for Innovations Waiver Services

### CHANGES IN AUTHORIZATION REQUIREMENTS FOR INNOVATIONS WAIVER SERVICES

Effective for birthdays beginning April 1, 2026, prior authorization for Innovations Waiver Services will be required for all service codes under the benefit of Innovations Waiver, except for specialty care services which will remain no prior authorization (NPA) needed. Requests for these services are to be submitted to Specialty Care, as they are today, and include the following: ATEs-Assistive Technology Equipment and Supplies, Home Modifications, Vehicle Modifications, Meal Delivery, Community Networking Class and Conference, Community Networking Transportation, Natural Supports Education - Conference part only.

IW TCM providers may use this link: [Trillium Health Resources Specialty Care Referral Form for IW TCM Providers](#)

Tailored Care Managers will be responsible for submitting treatment authorization requests (TAR). Providers should work with TCM staff to request service authorization. Innovations TARs submitted by providers will be Unable to Process (UTP).

Treatment authorization requests (TARs) for members with birthdates in April 2026 must include all required clinical documents to support medical necessity, as defined in Clinical Coverage Policy 8P. Each birthday following April will have the same requirements for annual plans for that birth month. Revisions on the annual plans for birth months April 2026 and subsequent months will need to contain all needed clinical documents to support medical necessity as well.



Members new to the Innovations Waiver with Initial Plans effective April 1, 2026, and beyond are required to have a prior authorization for services. Treatment authorization requests (TARs) for these members will be submitted by the TCM and must include all required clinical documents to support medical necessity, as defined in Clinical Coverage Policy 8P.

Claims for members with April birthdays and for members new to the Waiver will be denied beginning May 1, 2025, for all Innovations services without authorization.

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Thank you for your attention to this communication. All questions related to this Clinical Communication Bulletin can be sent to [UM@TrilliumNC.org](mailto:UM@TrilliumNC.org). Questions will be answered as quickly as possible