

To: All Eastpointe and Sandhills Providers
From: Cindy Ehlers, Chief Operations Officer
Date: January 4, 2024
Subject: Important Guidance on Provider Forms, Training Portal, and Provider Direct

Our mission is to transform lives and build community well-being through partnership and proven solutions. We appreciate your commitment to help us achieve this mission by meeting the needs of members in the newly consolidated region. The purpose of this bulletin is to provide guidance to providers currently contracted with Eastpointe and Sandhills Center on next steps and actions needed prior to consolidation on February 1, 2024.

REQUIRED PROVIDER FORMS

To ensure your organization's information is correct and accurately reflected in our business system for claims to process and reimbursement to occur, Trillium Health Resources (Trillium) is requesting for Eastpointe and Sandhills Center providers to complete the following forms and submit a completed packet of forms to this email address: Consolidation.Contracting@TrilliumNC.org. Most importantly, the person completing and signing these forms must be the **legally authorized representative** for your organization or practice.

- 1. Authorization Agreement for Automatic Deposit:** This form provides Trillium your deposit account information and authorizes Trillium to remit payment and initiate credit entries to your preferred deposit account.

Important – To authorize and ensure payments are applied to the correct deposit account, please email a voided check or letter from the depository bank to Consolidation.Contracting@TrilliumNC.org using a secure/encrypted email service such as Zixmail. Refer to Trillium's [Network Communication Bulletin 313](#) for assistance with sending a secure email using Zixmail or visit the [For Providers](#) webpage to learn more about **Zixmail Secure for Providers**.

2. **W-9:** This form provides Trillium your taxpayer information. The information provided on this form must match the taxpayer identification number (TIN) and name combination that is registered with the Internal Revenue Service.
3. **Provider Direct System Administrator Designee Request Form:** This form is used to request and gain access to Provider Direct, the web based provider portal for Trillium's business system. See STEPS TO RECEIVE ACCESS TO PROVIDER DIRECT below for instructions.
4. **Trading Partner Agreement:** This form is an agreement and contains provisions for Electronic Data Interchange between a provider and Trillium.
5. **Deficit Reductions Act Attestation (DRA):** Effective January 1, 2007, the Deficit Reduction Act (DRA) of 2005, requires providers who meet specific criteria to certify that they are in compliance with §1396(a) (68) of the Social Security Act as a condition of enrollment in the North Carolina Medicaid Program.
6. **Initial Attestation Statement for New Providers:** This form contains 2 statements that every newly contracted provider must attest to regarding sharing of member rights and responsibilities and Trillium not accepting or offering incentives.

Click on this [LINK to access the New Network Provider Packet](#). Complete each form entirely, sign where applicable, and return to Trillium by clicking the green submit button located on the last page.

STEPS TO RECEIVE ACCESS TO PROVIDER MY LEARNING CAMPUS

Welcome to the new consolidated network and Trillium's Provider My Learning Campus. My Learning Campus (MLC) is a web-based platform that offers access to training and education modules on topics that the Department and Trillium deems relative and important for providers. This platform is available 24/7 and includes recorded trainings, tests, evaluations, completion certificates, and maintains a record of learning. To gain access to the Provider My Learning Campus, providers must complete a MLC Agreement form found at the following link: [Provider My Learning Campus User Agreement form](#).

STEPS TO RECEIVE ACCESS TO PROVIDER DIRECT

Provider Direct is the business platform used by providers to view contracted sites and services in real time, submit Treatment Authorization Requests (TAR), upload supporting documents such as Person-Centered Plans (PCP) and Individual Service Plans (ISP) for utilization management review, and submit claims for reimbursement.

Prior to receiving access to Provider Direct, every contracted provider must designate an authorized representative as their organization's System Administrator. This individual is responsible for managing user accounts for the organization or practice.

The System Administrator must complete the Provider Direct System Administrator User Management Training located on the Provider My Learning Campus. Once this training is complete and the Provider Direct System Administrator Designee Request Form is processed, Trillium's Provider Direct Support team will provide **1** System Administrator a username and password to access Provider Direct. **Please note there may be a delay while Trillium is configuring new Eastpointe and Sandhills providers in our system.**

After gaining access, the System Administrator can grant access for additional users or remove users for the organization or practice as needed.

STEPS TO RECEIVE YOUR USER NAME AND PASSWORD:

- 1.** The System Administrator will complete the Provider Direct System Admin User Management training and submit the certificate of completion to PDsupport@TrilliumNC.org.
- 2.** Provider Direct Support will email the System Administrator their login credentials using Zixmail. The Provider Direct credentials will be sent from Alerts@TrilliumNC.org with a subject line of "Welcome to Provider Direct". It will be important to check spam and/or junk mail folders as there is a 14-day window to log in to avoid the account being deactivated.
- 3.** Once you get access to the Provider Direct account, your Multi-Factor Authentication (MFA) code will be sent from msonlineserviceteam@microsoftonline.com. This code is emailed for security purposes upon login.
- 4.** If you do not receive your username or password or if you have questions, please email PDsupport@TrilliumNC.org.

For more information regarding the Consolidation, please visit our [Consolidation page](#)

All questions regarding New Provider Packet and Clinical Consolidation Communication please email Consolidation.Contracting@TrilliumNC.org. Questions will be responded to as quickly as possible. Thank you for your patience during this transition.