

Clinical Consolidation Communication Bulletin #13

To: All Eastpointe, Sandhills and Trillium Providers
From: Cindy Ehlers, Chief Operations Officer
Date: February 8, 2024
Subject: Provider Office Hours Extended for Limited Time

The Provider Office Hours help us answer questions from providers that have contracts with legacy Sandhills and Eastpointe organizations and to answer questions about consolidation. To continue to support providers through the transition of consolidation, Trillium will extend the Provider Office Hours to the following dates and times:



Sessions will continue on the following days from 12 – 12:30 p.m.

 [Tuesday February 20](#)  [Thursday February 22](#)  [Monday February 27](#)

After Friday, February 16, 2024, providers will be encouraged to submit their questions to the Network Service Ticket System at the following email address: NetworkServicesSupport@TrilliumNC.org. When submitting an email, please indicate in the **Subject Line: Consolidation Question(s)**.

Submitting questions through the Consolidation for Providers webpage will no longer be available after February 16 after 5pm on February 16 as this will longer be monitored.

IMPORTANT TO KNOW:

-  Providers will continue to have the same Provider Relations Representatives that were assigned to them with legacy Sandhills and Eastpointe. Please continue to reach out to these staff for assistance.
-  Providers are encouraged to review [Consolidation for Providers webpage](#). This webpage contains:
 - [Sandhills Center Provider Portal](#)
 - Eastpointe Provider Portal
 - ▶ [Eastpointe Legacy Alpha+ Portal](#)
 - ▶ [Eastpointe iTransact Portal](#)
 - [Frequently Asked Questions](#) (FAQs)

○ Contact Information for Incident Reporting, NC-TOPPS, NC-Snaps

🌱 Please **do not submit** questions unrelated to the *New Network Provider Packet to Consolidation.Contracting@TrilliumNC.org* email address. If you do, this will delay providers from getting answers to their question. This email address will be **decommissioned** on Thursday, February 29. After this date, providers will submit their packets to Network Service Ticket System: NetworkServicesSupport@TrilliumNC.org. For more information, about the *New Network Provider Packets*, please read [Clinical Consolidation Communication #03](#).

We continue to ask for your patience as we continue to do our best to assist providers with their questions and concerns during this consolidation period.

Questions will be responded to as quickly as possible. We are working to address other questions and concerns as quickly as possible. Thank you for your patience while we transition.