## Trillium HEALTH RESOURCES

## **Out of Network Hospital**

Member Services Onboarding
Internal Workflow

Transforming Lives. Building Community Well-Being.

Trillium will follow this internal workflow during the Tailored Plan soft start. This workflow applies to out of network Hospitals serving an individual enrolled with Trillium for all service needs including inpatient hospitalization.

Member chooses an Out of Hospital calls Trillium Member Services Line to enroll member **Network Hospital** If NO: **Members Services:** Member Services will Verify if Hospital If YES: 1. Complete "New is in Business Member Services will Hospital Information" System using the 1. Complete "Existing table of Out of TAX ID/NPI Hospital Information" Network Hospital table of Out of Member Services Network Hospital Onboarding Form. Member Services 2. Verify if Hospital wants **Contracts:** Onboarding Form reimbursement by Review Onboarding 2. Email completed direct deposit or Form, verify NCT Member Services paper check. Enrollment, and set Onboarding Form to 3. If applicable: Email up in Business OON@TrilliumNC.org Hospital W-9 and EFT System form. 4. Email completed **Member Services** Onboarding Form to OON@TrilliumNC.org Contracts: Upon completion, notify all parties and update files and tracking tools

