



Network Communication Bulletin #009

To: All Providers
From: Cindy Ehlers, MS, LPC Vice President of Clinical Operations
Date: October 10, 2017
Subject: Network Services - Ticket System, Effective October 16, 2017

As outlined in Network Communication Bulletin #006, Trillium has made changes to better serve our providers. The Network Department at Trillium has recently been redesigned in an effort to become more readily accessible, more organized in our communication approaches, and better equipped to meet the needs of all our stakeholders.

The Network Services Unit will be managing a new Network Ticket System that will be utilized for provider communication.

This ticket system will serve to give you a more structured and systematic approach in getting answers to your questions. This system will replace the currently assigned liaisons as the sole point of contact and give you access to a larger group of staff eligible to assist with your needs. Effective **Friday, October 13, 2017**, providers will no longer have assigned Network Liaisons.

Beginning **Monday, October 16, 2017**, all providers will be required to submit a ticket for all questions, concerns, comments, needs, etc. This ticket system will also enable us to track and trend requests coming into the Network department and effectively manage those inquiries more efficiently. Please submit all tickets to the following email address:
NetworkServicesSupport@trilliumnc.org

All Credentialing communication should continue to be directed to our Credentialing email address: Credentialing@TrilliumNC.org.

Any questions about this Communication Bulletin may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.