



## Network Communication Bulletin #025

To: All Providers  
From: Cindy Ehlers, MS, LPC - Vice President of Clinical Operations  
Date: Monday March 26, 2018  
Subject: **Authorization Requests for Services When a Third-Party Payer is Primary, Trillium's Cultural Competency Training for Providers, Trillium Claims Dept. Updates**

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### Site Level Adjudication - Phase 2

Trillium will be implementing a second phase of the site level adjudication process. Implementation of this phase is projected for May 2018.

When billing claims, please make sure the correct NPI number and address, including zip+4, for the billing provider is submitted on the claim. The Service Facility Location (SFL) information is situational and should be submitted on the claim per billing guidelines.

Trillium recommends Provider Agencies to be proactive and review their services and site information and make any needed updates to ensure all services are contracted at the site level to avoid any unnecessary denials. Site information can be reviewed in Provider Direct by following the steps below:

- 🌱 Under the menu bar select the Admin Tab
- 🌱 Provider Management
  - ▶ A list of all provider sites will appear
- 🌱 Select site to view all services approved to be bill under that site

Trillium also recommends that Provider Agencies reference NCTracks to ensure that those NPI's, addresses and zip+4 are also added and updated at NCTracks. The information in Trillium's software platform must match what is in NCTracks. If it is determined that an NPI number, taxonomy, and address needs to be added to the Provider Contract in Trillium's software, or a service needs to be added to a site, please submit a ticket to the Network Department at [NetworkServicesSupport@trilliumnc.org](mailto:NetworkServicesSupport@trilliumnc.org).

If you receive notification from Network Services regarding a change needed in your NPI number, taxonomy, address or health plan, it will be your responsibility to make these corrections. Once the issue is resolved, please respond to Network Services.

If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or [NCTracksProvider@nctracks.com](mailto:NCTracksProvider@nctracks.com).

## New Medicare Beneficiary Identifier- Effective April 1, 2018

Effective April 1, 2018, the Centers for Medicare and Medicaid Services (CMS) will start replacing the current Medicare Health Insurance Claim Number (HIC) with a new Medicare Beneficiary Identifier (MBI). The purpose of the MBI is to eliminate use of the SSN-based HICN to prevent identity theft and fraud. CMS has published information to the public and providers for several months.

- CMS will issue new Medicare identification cards with the MBI to all current Medicare beneficiaries on a rolling schedule from April 1, 2018 to March 31, 2019.
- Beneficiaries who are newly entitled to Medicare April 1, 2018, and later will have the MBI on their new Medicare cards.

NCTracks will be modified to display the MBI on the Recipient Summary Screen in the Cross-reference/Combine section and in the General section at the top of the page when the source is NC FAST. The MBI also displays on the Medicare pages under the TPL tab.

CMS expects states to delay release of the MBI externally until October 1, 2018. The exceptions are for new Medicare beneficiaries who only have an MBI and beneficiaries who have received their new Medicare cards. If the beneficiary presents the new Medicare card to a provider, it can be released at any time.

The NCTracks recipient eligibility response will continue to include the HICN until October 1, 2018, unless the beneficiary only has an MBI. The HICN will continue to be used for Medicare Buy-In, so it will appear on the NCTracks pages, but the HICN will not be shared with beneficiaries.

Please protect the MBI from release to beneficiaries or any other external entity until October 1, 2018. If you have the MBI on your local system and your network providers access your local system, you need to pass this information on to them and ask them not to share the MBI with external entities.

More information is available at: <https://www.cms.gov/Medicare/New-Medicare-Card/index.html>.

## New Contact Emails for Claims Department

Effective May 1, 2018, Trillium will implement a new contact email for the Claims and Enrollment & Eligibility.

For inquiries or submission of the below items, please use the email [Claims2@TrilliumNC.org](mailto:Claims2@TrilliumNC.org).

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|-------------------------------|--|
| • Claims Request Forms        | • How to bill a claim                    |
| • Remittance Advise questions | • How to correct claim                   |
| • How to submit claims        | • Any other claim inquiries or questions |
| • How to obtain and RA        |  |

For inquiries related to eligibility confirmation, adding or terminating Third Party Insurance or assistance completing New Enrollments or Clinical Updates in Provider Direct, please use [EnrollmentandEligibility@TrilliumNC.org](mailto:EnrollmentandEligibility@TrilliumNC.org).

Please remember when submitting any Protected Health Information, it is your responsibility to ensure it is properly secured.

If your agency does not currently use an email encryption service, Trillium does offer our zixmail portal for emailing us securely. The instructions for registering an account with our zixmail are found on our website, under For Providers, Provider Documents and Forms. Please note, this will only secure the emails you compose within the zixmail website. It will not encrypt any emails sent directly from your agency's email client/website.

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### A NOTE FROM TRILLIUM'S IT DEPARTMENT

In order to ensure the highest security standards, Zix will be implementing additional security upgrades to the secure email portal/ZixPort on **June 3, 2018**.

The security upgrades will only allow a message recipient to access their messages using browsers that support TLS 1.2 or higher. Older browsers that do not support TLS 1.2 cannot be used to access the secure email portal/ZixPort after this date. Most browsers already have implemented this security feature, but you may need to check that you have the most updated version on your computer.

This change is necessary to improve security and is also a requirement for those customers that need PCI compliance.

Zix will be following the industry lead by email providers such as Google and Microsoft. Because most browsers and email platforms such as Google, Outlook.com and Yahoo have supported TLS 1.2 for the last few years, end-users are unlikely to be affected by this change. However, any browsers that do not support TLS 1.2 will need to be updated.

After June 3rd 2018, users that attempt to access the secure email portal/ZixPort with a browser that does not support TLS 1.2 will get a "connection refused" message.

A comprehensive list of browsers that support TLS 1.2 is available here:

<https://www.ssllabs.com/ssltest/clients.html>

Please review the list above and make sure you are ready by June 3. If you update your browser and still run into issues after June 3, please email Zix Customer Support at [support@zixcorp.com](mailto:support@zixcorp.com).

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Trillium offers trainings for providers and also shares about educational events across the region. To learn more, visit our [Upcoming Events page](#).

Trillium occasionally announces open enrollment and RFPs for new and existing providers. Visit the [RFP | RFA | RFI | Opportunities page](#) for listings.