



**To:** All Providers  
**From:** Cindy Ehlers, Executive Vice President  
**Date:** **March 30, 2020**  
**Subject:** Credentialing Guidance during COVID-19

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This guidance is in place retroactive to March 10, 2020 and will be in place for the duration of the declared state of emergency or until further notice or amendment.

In response to the COVID-19 pandemic, Trillium is focused on easing the administrative burden for agencies and groups in regards to the process for credentialing practitioners. Fully contracted providers can request a Provisional Credentialing packet by sending an email to: [Credentialing@TrilliumNC.org](mailto:Credentialing@TrilliumNC.org). At this time Provisional Credentialing applies only to **practitioners** affiliated with a fully contracted provider.

Prior to submitting a request for a Provisional Credentialing, a practitioner must be enrolled, active and affiliated with the agency/group in NCTRACKS. The provider will have **60 calendar days** to submit a full completed application.

The Provisional Credentialing Packet includes the following:

- 🌱 Request to Add Form/Application
- 🌱 Copy of the agency's current Certificate of Insurance, stating that the practitioner is covered.
- 🌱 A copy of the practitioner's current licensure.
- 🌱 A copy of the practitioner supervision contract for LPAs and other associate level practitioners.
- 🌱 A completed background authorization form.

A Network Development Support Specialist will notify the provider and practitioner when provisional credentialing has been approved. Upon approval of Provisional Credentialing, the provider will have **60 calendar days** to submit a completed application to obtain full credentialing.

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Any questions about this Communication Bulletin may be sent to the following email:

[NetworkManagement@TrilliumNC.org](mailto:NetworkManagement@TrilliumNC.org). These questions will be answered in a Q&A format and published on our [Credentialing](#) webpage.