

To: All Providers of State and Medicaid funded Services
From: Cindy Ehlers, Executive Vice President
Date: **April 3, 2020**
Subject: Grace Period for Re-Credentialing, Extension of RFP for Family Centered Treatment, Coronavirus Information

GRACE PERIOD FOR RE-CREDENTIALING

During the COVID-19 Emergency Response period, Trillium Health Resources will continue to process re-credentialing of practitioners, groups, and/or agencies per the routine 36 month timeframe. Trillium asks all providers to submit Re-Credentialing Applications within the normal timeframes whenever possible. However, Trillium will also grant a 60-day extension of the re-credentialing due date (not to exceed a 38 month credentialing cycle), if necessary, to any provider or practitioner who needs additional time to furnish required documentation for a complete re-credentialing application. This change is effective for March 2020 through September 2020 re-credentialing deadlines. Questions regarding Re-Credentialing extension should be sent to Credentialing@TrilliumNC.org.

EXTENSION OF RFP FOR FAMILY CENTERED TREATMENT

The Request for Proposal for new Family Centered Treatment providers will be extended until April 30, 2020. If providers have already submitted an application, there is no need to reapply. Previously submitted applications are under review. Questions related to the FCT RFP extension can be sent to NetworkServicesSupport@TrilliumNC.org.

CORONAVIRUS INFORMATION

Trillium encourages our providers and members to utilize a valuable resource located on our website called [Health Department Call Centers by County](#). This resource is listed under Coronavirus Information *Latest Updates from NC DHHS*. This document lists the Local Health Department's Call Center by county and their phone numbers. Each one of the Calls Centers is staffed by nurses that can help answer provider and member's questions related to COVID-19.

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.