

To: All Providers
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Subject: Important Trillium Claims Information Regarding COVID-19 Billing

IMPORTANT CLAIMS INFORMATION

Trillium has noticed an increase in claim denials due to the COVID-19 updates. The majority of the denials are for 1017 - Services not in provider profile and 77 - Invalid place of service.

To assist in resolving the 1017 - Service not in provider profile denials, providers are able to review all contracted services and service modifiers in Provider Direct (PD). When in PD select the Admin dropdown and select Provider Management and then select the site you wish to see. Please be sure to reference the service code and the service code description for telehealth and COVID-19 services. If a service is not found in the contract that you believe should be there, please contact the Network Department at NetworkServicesSupport@trilliumnc.org.

Providers need to ensure they are billing the appropriate modifiers for COVID-19 services.

Modifier CR - Modifier CR (catastrophe/disaster related) must be appended to all claims for CPT and HCPCS codes listed in this policy to relax frequency limitations defined in code definitions.

Modifier GT - Modifier GT must be appended to the CPT or HCPCS code to indicate that a service has been provided via interactive audio-visual communication. This modifier is not appropriate for services performed telephonically or through email or patient portal.

To assist in resolving the 77- Invalid place of service (POS) denials, Telemedicine and Telepsychiatry claims should be billed with the provider's usual place of service per the appropriate clinical coverage policy.

Replacement claims may be submitted to correct any denials.

For further information please refer to the [DHHS SPECIAL BULLETIN COVID-19 #34](#).

We encourage all providers to stay updated with Provider Communications located on Trillium Health Resources website at www.trilliumhealthresources.org and Special Bulletins released by NCDHHS at www.ncdhhs.gov.

For questions about claims denials or how to submit replacement claims you may contact the claims department at Claims2@TrilliumNC.org.