

To: All Providers
From: Cindy Ehlers, Chief Operations Officer
Date: June 4, 2024
Subject: Authorizations and Claims submission for Tailored Plan launch on July 1, 2024

AUTHORIZATIONS AND CLAIMS SUBMISSION FOR TAILORED PLAN

Trillium's Authorization and Claims Submission Protocol for Tailored Plan (July 1, 2024 forward) mirrors the current Authorization and Claims submission for Medicaid Direct claims submission process for our providers.

For all members that transition to Tailored Plan July 1, 2024, providers will:

- 🌱 Submit physical health authorizations (if required) and the claims to our partner, Carolina Complete Health.
- 🌱 Submit the behavioral health, I/DD, and TBI authorizations (if required) and the claim to Trillium.

For all members that remain in or transition to Medicaid Direct July 1, 2024, providers will:

- 🌱 Continue to submit the physical health authorizations (if required) and claims to NCTracks via NC Medicaid.
- 🌱 Continue to submit the behavioral health, I/DD, and TBI authorizations (if required) and claims to Trillium.

Please see the link on our website for the full [Claims Submission Protocol for Tailored Plans](#).

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, 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.