



URGENT

NOTIFICATION FOR PROVIDERS

SITE LEVEL ADJUDICATION - PHASE 2 -

Attn: All Providers

Trillium will implement the second phase of the site level adjudication process on July 1st, 2018.

When billing claims, please make sure the correct NPI number and address, including zip+4 for the billing provider is correct and submitted on the claim and that the NPI numbers, address and zip+4 matches your Provider Contract setup in Provider Direct to avoid an unnecessary claims denials. The same validation needs to be made at NCTracks to ensure NCTracks matches your contract in Provider Direct.

Alternative Family Living (AFL) and Therapeutic Foster Care (TFC) homes are not required to be enrolled with NCTracks. Therefore, when submitting claims for AFL and TFC homes, they will need to be billed with the main provider agency NPI number, address and zip+4 as the billing provider and the Service Facility Location (SFL) will remain blank. Today your claims may be getting paid, however if not billed according to the above, you may begin receiving denials July 1, 2018.

If submitted claim information does not match what is in Provider Direct, you may receive one of the following claim denials:

- 1101 - Invalid Provider NPI #
- 1017 - Service not in Provider Profile
- 1271 - Billing Provider's NPI and Billing 9 digit zip code combination in Provider Direct
- 1272 - Billing Provider's NPI and SFL + 9 digit zip code combination in Provider Direct

To resolve these denials, please review your agency setup in Provider Direct to ensure the NPI, address and zip + 4 coincide with NCTracks and what was submitted on the claim.

To view information in Provider Direct, follow 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 billed under that site

If it is determined NCTracks needs to be updated, the provider is required to submit a Managed Changed Request to NCTracks. After NCTracks and Provider Direct updates are completed, replacement claims can be submitted to Trillium.

If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com.

You can send any questions to the Claims Department at Claims2@TrilliumNC.org.

