



URGENT

NOTIFICATION FOR PROVIDERS

CI-Provider Direct Software Update

This is to notify Trillium Network Providers of the following time-sensitive and/or important information.

TRILLIUM HEALTH RESOURCES will soon move our current Provider Direct software platform to a new web address. This is the first change of many that is in accordance with Trillium's goals to provide excellent service to our provider and member network to customize a system that allows for ease of use and less manual work. The new URL will be ready for use effective November 5, 2018 for all Trillium providers. **These changes will not impact the regularly scheduled check write.**

- The implementation time frame will occur between 5:00 p.m. on Wednesday, October 31 and 8:00 a.m. on Monday, November 5. During this time, Provider Direct will NOT be available to providers.
- Current Provider Direct logins will transfer to the new system.
- The new URL is <https://www.ncinno.org>. Please update any bookmarks you use in your internet browsers.
 - You will not be able to log into this link until after November 5, 2018 at 8 a.m.
- FTP Connections will change address and passwords; proper staff within impacted organizations have been contacted at this time.
- To make the transition as smooth as possible, please see the information below about how this process will be handled.

TARs for MEDICAID AND STATE MH/SU/IDD SERVICES

During the implementation time frame of 5:00 pm on Wednesday, October 31 until 8:00 on Monday, November 5, no authorization requests will be electronically processed. During this time frame Trillium is offering two options to secure authorizations. Option one is the most convenient and is **available for all services during this timeframe**. We will review the request from date of the service.

Option One

Providers should begin to submit TARs via the new Provider Direct URL effective 8:00 am on Monday, November 5. For services that require prior authorization, or concurrent authorization during this time frame, providers may request these services on November 5, and they will be reviewed for the date of service.

Example----- Provider "A" provided Intensive In Home for new member on November 2 with no authorization. On November 5, Provider "A" should submit a TAR with medical necessity documents for dates of service beginning on November 2.

Option Two

Between 5 p.m. on Wednesday, October 31 through 8 a.m. Monday, November 5, 2018, all new treatment authorization requests may be submitted via secure email to lauren.brandenburg@trilliumnc.org using the Treatment Authorization Request form found on the Trillium website.

These requests should be encrypted including all necessary clinical attachments per authorization guidelines. Trillium will use the standard authorization time frames when processing these requests. Trillium will enter authorization requests received via email into the new platform for the provider agency.

Questions related to authorizations should be sent to lauren.brandenburg@trilliumnc.org

Any request submitted during this transition phase that has an adverse decision will be offered appeal rights following the established due process outlined in 10A NCAC 25A.0201, found at <http://reports.oah.state.nc.us/ncac.asp>.

CLAIMS BILLING

To prepare for system downtime, please ensure that all claims billing is completed and as up-to-date as possible. Claims cannot be entered or submitted after 5 p.m. on Wednesday, October 31. Remittance Advices and 835s from the October 30 check write will be available until 5 p.m. on Wednesday, October 31. After this, they will not be available for review again until November 5, 2018. TRILLIUM HEALTH RESOURCES also recommends downloading the claims status report from Provider Direct for reference as this will not be available during the system downtime.

FINANCE

All approved claims received by October 16 will still be paid on October 30, 2018. All claims approved by the cut off of October 23 will still be paid on November 6 in accordance with the 2018 Check Write Schedule available on our website.

ENROLLMENT & ELIGIBILITY

New State Enrollments and Clinical Updates identified during the unavailability of Provider Direct can be entered when the system becomes available again on Monday, November 5.

CONTRACT ADDENDUMS AND REVISIONS

All Contract revisions and updates (including addition of services/rates or revision of services/rates) approved after **3:00 p.m. October 31**, will be keyed into the system after November 5 at 8:30 a.m. These additions/revisions DO NOT guarantee authorization of services as those will still need to meet medical necessity as applicable

For additional information please reference
our [FAQ's page](#).

