



Authorization Submission Guidelines

Trillium will implement a unified claims processing system on 10/01/2026 for Tailored Plan. Many Trillium Tailored Plan authorizations will be submitted to one system. To check on a specific physical health service or procedure for Trillium Tailored Plan members, use the [Pre-Auth Tool](#).

There is no change for Medicaid Direct Members or State Funded Recipients. These authorizations will continue to be submitted to Trillium's Business System as they are today via Provider Direct.

Line of Business & Authorization Service Type	Tailored Plan Submission	Medicaid Direct Submission
Behavioral Health- Direct Data Entry	Trillium's iTransact Portal	Trillium's Provider Direct Portal
Physical Health Authorization (Inpatient, Laboratory Testing, OT/PT/Speech, Post-Acute Care, Ophthalmology, PADP) - Direct Data Entry Web Portal (Preferred)	Trillium's iTransact Portal (preferred)	N/A
Authorization Submission Errors	Trillium's iTransact Portal	Trillium's Provider Direct Portal
Physical Health Authorization (Inpatient, Laboratory Testing, OT/PT/Speech, Post-Acute Care, Ophthalmology) – Out of Network Fax	Fax: Use the Trillium PH Fax Form and submit to 252-215-6875	N/A



Line of Business & Authorization Service Type	Tailored Plan Submission	Medicaid Direct Submission
Durable Medical Equipment (DME), including Orthotics and Prosthetics and Hearing Aid Services PCS, Private Duty Nursing, Home Health, Hospice Transplants and CAR-T Cell Therapy	Submit authorizations to Carolina Complete Health Portal: Availability Fax: Use the Trillium PA Fax Form and submit to one of the following: • Outpatient: 833-875-0930 • Car-T Cell Therapy: 833-754-0251 • Transplant: 866-753-5659 Phone: Call Trillium Provider Support Service Line at 855-250-1539 to be connected to the physical health utilization management team.	N/A
Genetic Testing	Submit authorizations to EviCore Portal: evicore.com Phone: 888-333-8641	N/A
Outpatient and Non-emergent Inpatient Interventional Cardiology Procedures	Submit authorizations to Turning Point Portal: myturningpoint-healthcare.com Phone: 984-377-8573 or 855-909-5444 Fax: 833-986-1059	N/A
Outpatient Imaging	Submit authorizations to Evolent	N/A

Line of Business & Authorization Service Type	Tailored Plan Submission	Medicaid Direct Submission
Outpatient and Elective Inpatient Musculoskeletal Surgery and Interventional Pain Management	Portal: Evolent RadMD portal Phone: 800-424-4889	
Radiation Oncology	Submit authorizations to Evolent Portal: Evolent CarePro portal Phone: 800-424-4889	N/A
Vision	Submit authorizations to Centene Vision Portal: Centene Vision portal Phone: 833-224-0516	N/A