

April 1, 2016



RESOURCES THAT ASSIST WITH CLAIMS PROCESSING



Trillium Health Resources has available resources to assist with claims processing. Our website is designed to support you with easy access to the tools, information and resources you need including recorded modules on claims processing which are located in The Provider [Learning Portal](#).

Webinars are accessible in Provider Direct to assist with your training needs listed under Training Materials. The training webinars are specific to the following:

- | | |
|---|-------------------------------|
| Authorizations Training | Enrollment Training |
| Client Search, insurance & Benefit Plan Training | File Transfers Training |
| Client SIS, Clinical Documents & Crisis Plan Training | System Administrator Training |
| Client Update Training | TAR Training |
| Dashboard Training | Claims CMS 1500 Training |
| Discharge TAR Training | Claims UB04 Training |

Guidelines, Forms and Links are available under Provider Documents & Forms on our website and are specific to the following:

- | | |
|--------------------------------------|--|
| 837I Institutional Health Care Claim | Direct Deposit Request Form |
| 837P Professional Health Care Claim | EOB Denial Codes |
| Claims Request Form | Remittance Advise (RA) Companion Guide |
| Claims Request Form Instructions | Replacement-Voided-Denied Claims Process |
| Claims Request Form Purpose | |
| Claims Caseload/Provider Split | |

Individual technical assistance with claims processing is available upon request. Please contact your assigned Claim Specialist to request technical assistance. The list of assigned **Claims Specialists** is available at Provider [Documents & Forms](#).

April 1, 2016

Page 2 of 5



ATTENTION PROVIDERS BILLING INSTITUTIONAL CLAIMS VIA PROVIDER DIRECT

Trillium Health Resources would like to remind providers submitting institutional claims on the UB04 form via Provider Direct, to ensure that other insurance is listed in the appropriate order for FL 50 A-C. These fields should be completed in the order of payer. When applicable, Trillium Medicaid should be listed in the last populated field as Medicaid is the payer of last resort.

Example: If an individual has other insurance i.e, BCBS and Medicaid, then FL 50A should indicate the primary payer and in this example is BCBS. FL 50B should indicate Trillium Medicaid as Medicaid is the secondary payer.

If you need further clarification or have questions, please contact your assigned Claim Specialist to request technical assistance. The list of assigned Claims Specialists is available at [Provider Documents & Forms](#)



PROVIDER CLAIMS STATUS TO THIRD PARTY BILLERS

When a Provider Agency contracted with Trillium Health Resources uses a Third Party Biller and the Third Party Biller calls to inquire about the status of a claim Trillium Health Resources must ensure Protected Health Information (PHI) is not violated according to the Health Insurance Portability and Accountability Act (HIPAA).

Trillium Health Resources requires each Provider Agency using Third Party Billers for inquiries on claims status, to submit the Business Associate Agreement (BAA) between the Provider Agency and Third Party Biller. If Substance Use, the Qualified Services Organization (QSO) Agreement will also be required. Until the BAA or QSO is received, Trillium Staff will not be allowed to discuss claims information with the third party agencies.

Your agency may be proactive and go ahead and submit these documents via email address Claims2@trilliumnc.org or faxed to 252-215-6877.



INFORMATION FROM OUR SOUTHERN REGIONAL DIRECTOR - Deanna Campbell

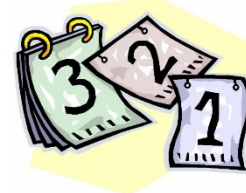
- [Southern Region Infographics](#)
- [Consumer and Family Advisory Committee \(CFAC\) Application](#)

PROVIDER TRAINING OPPORTUNITIES



DIRECTCOURSE INITIATIVE

Come hear about a new learning opportunity available to your direct care workforce. [Read More](#)



NC TIDE CONFERENCE

[Read More](#)



NC COUNCIL SPRING POLICY FORUM

[Read More](#)

SAVE THE DATE - ATTENTION INNOVATIONS WAIVER PROVIDER AGENCIES

On April 5-6, 2016, Trillium will be hosting Supported Living: What's the Difference? Provided by national experts and staff from DMA, DMH-DD-SAS, and DSOHF. This is a regional, 2-day training for Innovation Waiver provider agencies within the Trillium network that have an interest in providing the Supported Living service definition. The objective of the training is to offer an understanding of the Supported Living principles, and strategies for operationalizing these principles within your organization under the NC Innovations Supported Living service definition.

This 2-day training will focus on an overview of Supported Living concepts and service definition, and will include small group work on both days to examine these concepts in further detail.

The location of the training is the Auditorium, on the campus of Martin Community College. The address is: 1161 Kehukee Park Road, Williamston, NC, 27892. The training is from 9:00 am-5:00 pm both days, with sign-in from 8:00-9:00 am.

Continue to check our website as more information becomes available regarding this training and registration details.

FREE INTERACTIVE TRAIN-THE-TRAINER EVENT

Join the National Disability Institute and the Collaborative for a FREE Interactive Train-the-Trainer Event Near You. [Read More](#)

WORKING WITH CONSUMER & FAMILY ADVISORY COMMITTEE (CFA)

Learn how Trillium Health Resources works with the Consumer and Family Advisory Committee at the NAMI sponsored event. [Read More](#)

GIVE AN HOUR - PROVIDER FOCUS

Join Trillium Health Resources and Give an Hour for this Lunch and Learn that focuses on Licensed Independent Practitioners. [Read More](#)

SAPHE YOUTH ADVOCACY TRAINING

[Read More](#)

April 1, 2016

Page 4 of 5

USEFUL LINKS AND OTHER INFORMATION YOU SHOULD KNOW

[Voter ID Law](#) - Healthcare Facilities

CMS released [tipsheet](#) that helps determine provider eligibility for the broadband access exclusions

[A+KIDS/ASAP Talking Points and Tips](#) for Providers

Revised [Opioid Overdose Prevention Toolkit](#) is now available from SAMHSA


Comprehensive manual for treatment professionals - [Counselor's Family Education Manual](#)





PUBLIC COMMENT OPPORTUNITY FOR THE 1115 WAIVER

The NC General Assembly enacted Medicaid Reform legislation in the 2015 Session (HB 372, SL2015-245) and charged the Department of Health and Human Services (DHHS) with drafting a Medicaid Section 1115 Demonstration Waiver as the vehicle for implementing reform.

DHHS has drafted the 1115 Waiver and it is currently available for public comment. The Department has published a website which offers the opportunity for people to comment in writing on the Waiver (<http://www.ncdhhs.gov/nc-medicaid-reform>) and has scheduled 12 public hearings throughout the State to solicit comment. Three hearings are scheduled in the Trillium catchment area:

 **April 13, 2016**
University of North Carolina-Wilmington
McNeill Hall Lecture Hall
601 S. College Road
Wilmington NC 28403
6:00 p.m. - 8:00 p.m.

 **April 14, 2016**
Greenville Convention Center
Emerald Ballroom
303 SW Greenville Boulevard
Greenville, NC 27834
2:00 p.m. - 4:00 p.m.

 **April 16, 2016**
College of the Albemarle
AE 208
1208 N. Road Street
Elizabeth City, NC 27909
10:00 a.m. - 12:00 p.m.

NEW ADJUDICATION REASON CODE 1229

Effective April 7, 2016, Trillium Health Resources is implementing a new adjudication reason code of 1229 - Ancillary services covered under per diem rate. The change affects institutional inpatient claims billed with ancillary charges only. If the room and board claim line approves, then the ancillary charges reported on the claim will reflect the new adjudication reason code 1229 - Ancillary services covered under per diem rate.

No action is required by Providers.

Please contact your Claims Specialist if you have any questions regarding this change.

ADDITIONAL LOCATION FOR THE MONTHLY PROVIDER MEETINGS NOW AVAILABLE

Trillium has added another in-person location at our 112 Health Dr. Greenville, NC 27834. This location has limited seating and can only accommodate 20 people. Please RSVP to Donna Brown at Donna.Brown@TrilliumNC.org. In the subject line of the email, please type, "RSVP for Monthly Trillium Provider Meeting at Health Dr." In your email, please include your agency name, how many people will be attending and the date of the provider meeting.

Provider Meetings occur the
3rd Thursday of each month beginning at 10:00 a.m.



STAY UP TO DATE WITH TRILLIUM OPPORTUNITIES AND COMMUNITY HAPPENINGS! FOLLOW US ON FACEBOOK AND TWITTER!

Trillium is active on social media and invites everyone to follow, like and share. Check us out!



Trillium Facebook



Trillium Direct Connect for Recovery



Trillium Direct Connect for Enrichment



Twitter



STAY CONNECTED:

If you have questions regarding the content of this email please contact:

Rebecca Basden
Network Communication Specialist
Rebecca.Basden@TrilliumNC.org

Administrative & Business Matters - (866) 998-2597
24/7 Service Enrollment - (877) 685-2415

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