



Attention Providers Submitting Claims Via Provider Direct

Re: NPI and Taxonomy Related Denials

We are currently experiencing an increased volume of claim denials relating to *Rendering NPI and Taxonomy* for claims submitted via Provider Direct. Provider Direct was allowing claims to be submitted without the rendering NPI and Taxonomy codes being populated on the claims. These codes are required on claims and should be submitted to avoid denials.

Currently this issue has not been resolved and all claims submitted without a rendering NPI and/or Taxonomy number will need to be replaced or resubmitted.

If you are entering a claim and notice that the NPI and Taxonomy numbers are not available in the drop down menu, please contact your Network Liaison. They will assist you by adding those numbers to your contract in Provider Direct. Once added, the required codes will populate in the drop down menu and allow for claims submission.

If you have any questions or concerns please contact the Claims Staff or your Network Liaison.

Thank you,
Claims Department

Important Reminders for Providers

ALL QIPs DUE ON OR BEFORE JULY 31

Quality Improvement Projects (QIPs) are due on or before 7/31/17. Any fully contracted provider agency with a state contract is required to submit three QIPs for fiscal year 2016-2017. A recommended template and scoring tool can be found on the Trillium website (For Providers - Provider documents).

Please submit QIPs to QMinfo@Trilliumnc.org

QUALITY IMPROVEMENT PROJECT PEER REVIEW OPPORTUNITY

Trillium's Global Quality Improvement Committee offers the option for providers to request a review of their Quality Improvement Projects (QIPs) through a blinded peer review. As part of the review process, the committee will provide feedback regarding how the provider may more fully meet the expectations outlined by Trillium and improve their scores with the next submission. Prior to the committee receiving the QIP for review, Trillium will remove all identifying provider information to ensure the committee does not know who the provider is and to enable the committee to review the QIP impartially.

Any providers wishing to participate in the blind peer review, please contact Krissy Vestal at Krissy.Vestal@TrilliumNC.org. All QIPs will need to be submitted by **March 31** to be included in the blind peer review.

Need to Send a Secure Email?

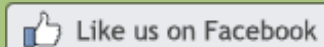
Zixmail is available to our Provider Network through the Provider Portal.



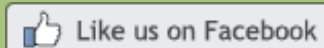
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STAY UP TO DATE WITH SOCIAL MEDIA AND OUR EVENTS CALENDAR

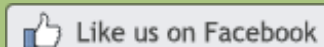
Trillium Health Resources Facebook



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Trillium Health Resources - Events Calendar

[Website Events Calendar](#)

