



Upcoming System Enhancement for Claims Adjudication Update

Trillium is in the process of enhancing the site level adjudication process in our software system. Implementation of this enhancement has been delayed and is now projected to be implemented on July 6, 2017. To ensure claims are processing correctly and do not deny in error, please make sure claims are billed to the appropriate contracted site where the service was rendered.

When submitting claims via Provider Direct (PD) please make sure the correct NPI# and address are chosen from the dropdown menu when selecting the Provider Billing NPI. For CMS1500 claims, FL33 will show the address and NPI# chosen. Please make sure the taxonomy affiliated with this NPI/Address is selected in FL33B. For UBO4 claims, FL1 will show the address selected and FL56 will reflect the NPI# chosen. Please make sure the taxonomy associated with the billing provider is selected in FL81.

If the correct NPI# and address are not shown in the dropdown, please contact your Network Liaison for assistance in getting the correct information updated in Provider Direct.

For providers submitting claims via 837 electronic files, please ensure correct NPI, address, zip + 4 and taxonomies are submitted.

Trillium encourages provider agencies to review their contracted site information in Provider Direct under the Provider Management option. Additionally, please make sure that all NPI#s, address information and taxonomies have the correct linkage at NCTracks. To review the linkages in NCTracks associated with your provider agency, please go to the NCTracks website at www.NCTracks.nc.gov.

Report Fraud and Abuse



- Have you witnessed potential fraud and abuse?
- Are you aware of or suspect fraud and abuse at a provider agency?
 - Did you notice a suspicious authorization request or claim?
- Was your personal health information released without your permission?

If so, an easy way to report is through

ETHICSPPOINT!

EthicsPoint is a secure and confidential system available for reporting suspected violations of fraud and abuse and confidentiality breaches.

To make a report:



From any computer, go to:

www.TrilliumHealthResources.ethicspoint.com



Call toll free: 1-855-659-7660

Available 24 hours a day,
7 days a week, 365 days a year!



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?

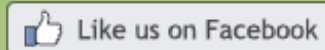
Zixmail is available to our Provider Network through the Provider Portal.



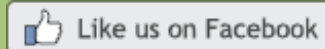
[ACCESS ZIXMAIL](#)

STAY UP TO DATE WITH SOCIAL MEDIA AND OUR EVENTS CALENDAR

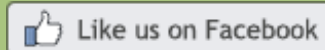
Trillium Health Resources Facebook



Trillium Direct Connect for Enrichment



Trillium Direct Connect for Recovery



Trillium NC



Trillium YouTube



Trillium Health Resources - Events Calendar

[Website Events Calendar](#)

