Attention All Providers - Medicaid Encounter Denials Associated with Group Taxonomy Codes

Trillium Health Resources has received several Medicaid Encounter denials associated with rendering taxonomy codes 193200000X and 193400000X. These taxonomy codes are group taxonomy codes.

When submitting claims associated with group taxonomy codes, please make sure you follow these steps.

1. ONLY the billing taxonomy code for a provider organization can report group taxonomy codes.
2. The billing provider location MUST be enrolled in NCTracks as a "Group Provider".
3. When reporting a group taxonomy code as the billing taxonomy code, the rendering provider NPI and taxonomy code are required.
4. The rendering taxonomy code CANNOT be a group (193200000X nor 193400000X) taxonomy code.

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.

If you have any questions, please contact your Network Liaison.

Attention All Providers - Upcoming System Enhancement for Claims Adjudication Update
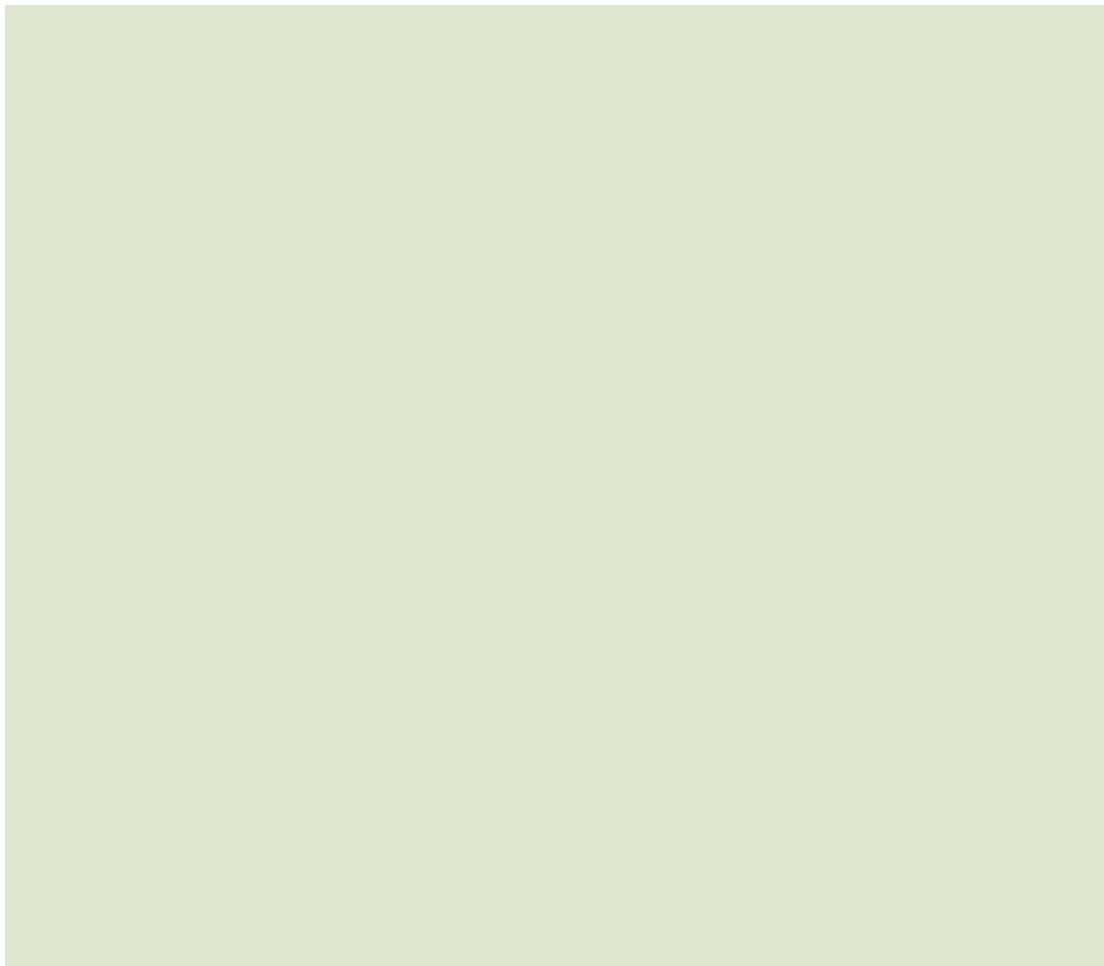
Trillium is in the process of enhancing the site level adjudication process in our software system. ***Implementation of this enhancement has been delayed and will occur no later than September 1, 2017.*** To ensure claims are processing correctly and do not deny in error, please make sure claims are billed to the appropriate contracted site where the service was rendered.

- **Provider Direct (PD) Claims** - When selecting the Provider Billing NPI, please make sure the correct NPI# and address are chosen from the dropdown menu.
- **CMS1500 Claims** - FL33 will show the address and NPI# chosen. Please make sure the taxonomy affiliated with this NPI/Address is selected in FL33B.
- **UB04 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.
- **Claims via 837 Electronic Files** - Please ensure correct NPI, address, zip + 4 and taxonomies are submitted.

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

Trillium encourages Provider Agencies to review their contracted site information. This can be found under the Provider Management option in Provider Direct. In addition, 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, visit the NCTracks website at www.NCTracks.nc.gov.

If you have any questions, please contact your Claims Specialist or Network Liaison.

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
ETHICSPOINT!

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!

Trillium
HEALTH RESOURCES

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
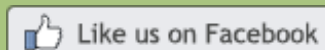

Need to Send a Secure Email?

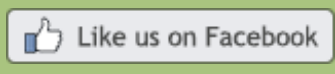Zixmail is available to our Provider Network through the Provider Portal.

PRIVACY

ACCESS ZIXMAIL

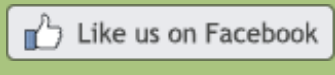**STAY UP TO DATE WITH SOCIAL MEDIA AND OUR EVENTS CALENDAR**

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Website Events Calendar