



Attention Network 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 will occur on September 1, 2017. To ensure claims are processing correctly, and do not deny, please make sure claims are billed to the appropriate contracted site where the service was rendered.

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.

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

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 which can be found under the Provider Management option in PD. In addition, please make sure that all NPI#, 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.

Failure to have appropriate information updated in Trillium's software platform and/or in NCTracks may result in claim denials.

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

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!



Need to Send a Secure Email?

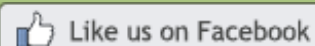
Zixmail is available to our Provider Network through the Provider Portal.



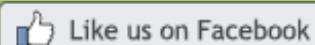
[ACCESS ZIXMAIL](#)

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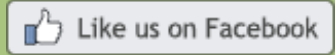
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