



Electronic Visit Verification Unified Claims Platform Frequently Asked Questions

1. Will this change impact my Agency?

Effective October 1, 2026, Trillium will transition to a unified claims platform for Tailored Plan operations. This transition will impact **all Tailored Plan providers**, including Behavioral Health, Personal Care, and Home Health providers of services subject to Electronic Visit Verification.

2. Will the EVV Claims Submission Process change?

All claims that are currently submitted through HHAeXchange will continue to be submitted through HHAeXchange.

Direct Billing: Direct Billed Home Health claims will be submitted to Trillium via Direct EDI or EDI via Clearinghouse with Payor ID 43072. Direct Billed Home Health claims will continue to pend for 14 days to allow time for EVV Visit Data submission through HHAeXchange.

3. Where will I find my RA's?

Tailored Plan claims payments will be rendered by Trillium. Remittance Advice for Tailored Plan claims will be uploaded to the provider's sFTP site as well Trillium's iTransact portal.

4. How do I access my iTransact portal?

To ensure that your organization can continue serving Trillium Tailored Plan members without any disruption in payment, providers with a Trillium Tailored Plan contract, for physical health, behavioral health or both, will follow the steps below:

1. Receive access to [My Learning Campus](#) and Complete System Admin Training
2. [Provider Onboarding Portal](#) (also accessible through [My Learning Campus](#)) and receive portal access for iTransact
3. Update clearinghouse information (see information on Tailored Plan Claims Platform [webpage](#))
4. Submit [updated payment information](#), including W-9
5. [Sign up for our email](#)

5. Who can I contact for assistance?

Authorization Issues/Upload Requests: Providers will continue to contact Trillium for these issues.

- Behavioral Health providers will continue to collaborate with their member TCMs on authorization issues.
- For questions concerning PCS/Home Health authorization issues and 3051 submissions, please contact Long Term Services Support at LTSS@TrilliumNC.org

For authorization and member uploads in HHAeXchange and assistance with claims, please contact Claims Support at ClaimsSupport@TrilliumNC.org.