



# Welcome to the October Provider Forum

Chauncey Dameron, MBA  
*Provider Relations and Engagement Manager*



# Please Engage With Us



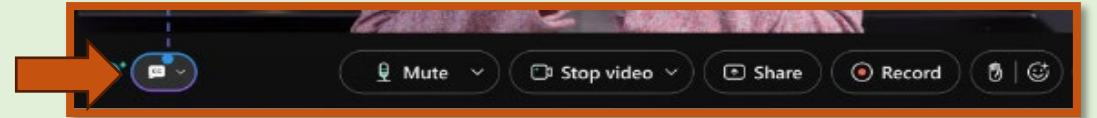
Engaging with our Subject Matter Experts. Options to ask questions: 1) raise your hand and we will call on you, 2) unmute and ask your question, and 3) add your question within the Q&A Bubble.



Questions that require more research, we will review them and provide the answer in the Frequently Asked Questions document (FAQ) posted on our website.



Accessibility features - Closed Captions



The use of artificial intelligence (AI) features including, but not limited to, programs, and/or apps to assist with transcription and/or recording during any Trillium WebEx Meeting is not permitted. This meeting includes the following features:

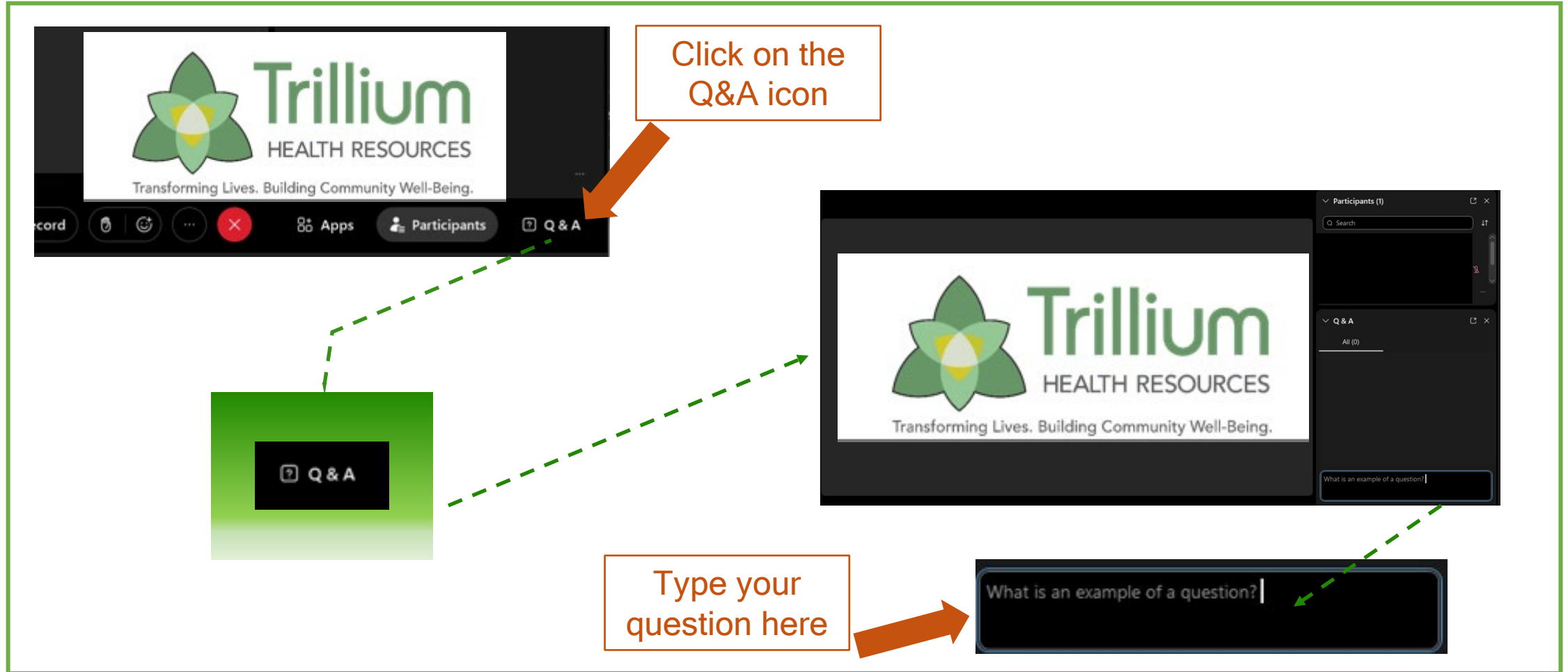


Recording



Transcript/Highlights

# Accessing the Q&A feature in WebEx



# October Forum Agenda

01

Welcome and Overview of Trillium's Tailored Plan

02

Contracts

03

Network Development

04

Claims

05

Network Updates

06

EPSDT

07

CCH UPDATES

08

Upcoming Provider Forum Meetings, Resources, Questions and Answers

# 1

## Welcome and Overview of Trillium and the Tailored Plan

Chauncey Dameron, MBA

*Provider Relations and Engagement Manager*

# About Trillium Health Resources



- Trillium Health Resources is a Tailored Plan and Managed Care Organization (MCO) that manages serious mental health, substance use, traumatic brain injury, and intellectual/developmental disability services in North Carolina.
- For individuals receiving Medicaid through the Tailored Plan, we cover physical health care and pharmacy services as well.
- We also help uninsured individuals through state-funded services.

# Regional Information

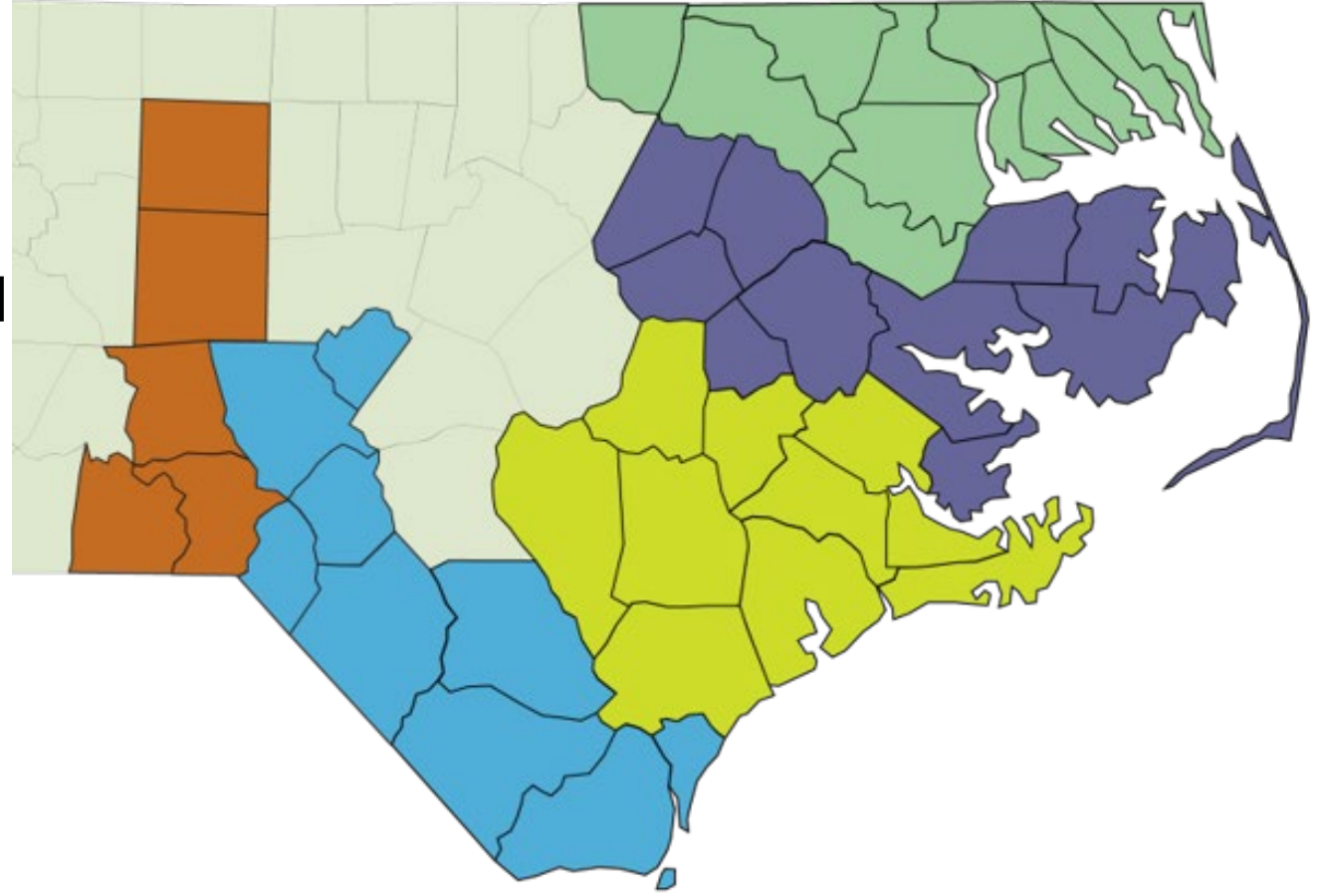
46 Counties

Land mass: 28,977 sq mi

Percentage of land mass in NC: 59.61

Total Population: 3,152,058

Percentage of NC pop: 30%



# Network

- Physical health providers: 54,105
- Behavioral health providers: 14,103
- Vision providers: 452
- Pharmacy and medical supplies: 2,788
- Counties covered by providers: 100



# Tailored Plan Partnerships



# Trillium's Tailored Plan Partners

## Carolina Complete Health (CCH):

Trillium's Standard Plan Partner; responsible for our Physical Health Network including Primary Care, Specialty Care, Durable Medical Equipment (DME), Vision, Long-Term Services and Supports (LTSS) Non-Emergency Medical Transportation (NEMT), and Non-Emergency Ambulance Transportation (NEAT).

## Centene Vision Services:

Trillium's Vision partner (formerly Envolve), through our agreement with CCH; responsible for our Optometry Network.

## PerformRx:

Trillium's Pharmacy Benefit Manager partner; responsible for our Pharmacy Network.

## Modivcare:

Trillium's NEMT partner, through our agreement with CCH; responsible for our NEMT Network.

## NC Department of Health and Human Services:

Trillium's oversight entity; responsible for managing the delivery of health and human-related services for all North Carolinians.

# 2

## Contracts

Holly Cunningham

Associate Vice President of Contracting and Value Based Purchasing

- ✿ The 4 types of Medicaid insurance plans managed by Trillium's Behavioral Health Network:
  - ❖ Tailored Plan Medicaid (TP\_Managed Care)
  - ❖ Medicaid B Waiver
  - ❖ Medicaid C (Innovations Waiver)
  - ❖ Medicaid 1915(c)
- ✿ Members move from plan to plan, depending on need/eligibility.
- ✿ It is recommended to have both a Medicaid Direct and Tailored Plan contract in place to cover all Trillium members' Medicaid insurance plans.

# Comparison of the 2 Types of Contracts

## PIHP (Medicaid Direct) Contracts

- ✿ Covers Behavioral Health, I/DD, TBI services only
- ✿ Does not cover physical health services, even with care management
- ✿ 1915i services included
- ✿ Represents the legacy system prior to Medicaid Transformation

## BH I/DD Tailored Plan Contracts

- ✿ Integrated Care: Physical Health, Behavioral Health, Pharmacy, Long-Term Services & Supports (LTSS)
- ✿ 1115 Waiver, which includes 1915i & Innovations Waiver
- ✿ Part of the Medicaid Managed Care transformation, integrating services that were previously siloed

# Medicaid Direct vs. Tailored Plan

- ✿ There is a large overlap of services covered under each plan, but the biggest difference is that the TP covers physical health as well. Below is a quick comparison regarding Behavioral Health services.

Medicaid Direct	Tailored Plan
Family Planning services	Innovations Waiver services
Foster Care services	Traumatic Brain Injury (TBI) services
Outpatient & Inpatient care	Outpatient & Inpatient care
Enhanced Substance Use Services	Enhanced Substance Use Services
Enhanced Mental Health Treatment Services	Enhanced Mental Health Treatment Services
	Intermediate Care Facilities (ICFs)
	Transitions to Community Living (TCL)

# Additions to Tailored Plan Contract not in PIHP Contract

- ✿ Tailored Plan launched July 1, 2024
- ✿ Addresses Prenatal Care
- ✿ Addresses Pharmacy Coverage
- ✿ Attachment C - Advanced Medical Home Program Policy for Medicaid and NC Health Choice Members
- ✿ Attachment D - Pregnancy Management Program Policy for Medicaid and NC Health Choice Members
- ✿ Attachment E - Care Management for High-Risk Pregnancy Policy for Medicaid and NC Health Choice Members
- ✿ Attachment F - Care Management for At-Risk Children Policy for Medicaid and NC Health Choice Members

# Links and Resources

- ✿ You can find a more comprehensive list of services offered under each plan by going to links below.
  - Medicaid Direct Plan: <https://ncmedicaidplans.gov/en/nc-medicaid-direct-services>.
  - Tailored Plan: <https://ncmedicaidplans.gov/en/tailored-plan-services>.
- ✿ **Trillium's Learning Campus offers training on the two plans as well.**
  - Differences between NC Medicaid Direct, including the PIHP, and Medicaid Managed Care Program Training <https://staff.mylearningcampus.org/enrol/index.php?id=788>
  - NCDHHS - NC Medicaid Managed Care: Contracting with Tailored Plans: [https://staff.mylearningcampus.org/totara/catalog/index.php?catalog\\_fts=%E2%80%A2NCDHHS%20-%20NC%20Medicaid%20Managed%20Care:%20Contracting%20with%20Tailored%20Plans&orderby=key=score&itemstyle=narrow](https://staff.mylearningcampus.org/totara/catalog/index.php?catalog_fts=%E2%80%A2NCDHHS%20-%20NC%20Medicaid%20Managed%20Care:%20Contracting%20with%20Tailored%20Plans&orderby=key=score&itemstyle=narrow)



# 3

## **Current Service Needs**

Richard Uranga  
Network Development Coordinator

# Current Service Needs

- **Adult Partial Hospitalization** – Dare, Hyde
- **Child/Adolescent Partial Hospitalization** – Dare County
- **Opioid Treatment Program** – Anson, Beaufort, Bertie, Dare, Hyde, Lee, Richmond, and Washington
- **Psychosocial Rehabilitation** – Brunswick, Currituck, Dare, Hyde, New Hanover, and Onslow Counties
- **Substance Abuse Comprehensive Outpatient Treatment (SACOT)** – Dare and Hyde Counties
- **Substance Abuse Intensive Outpatient (SAIOP)** – Dare and Hyde Counties.

# Current Service Needs – How to Apply

Complete the [online form](#) located on the Trillium Health Resources website.

# Current Service Needs – How to Apply

1. From the Trillium website, hover your cursor over **"For Providers"** and select **"Network Participation Opportunities"**



Members & Recipients ▾



For Providers ▲

## For Providers

Overview

### CLINICAL

Behavioral Health Screening Programs  
Benefit Plans | Service Definitions  
Billing Codes & Rates | Check Write Schedule  
Clinical Practice Guidelines  
Developmental Centers  
EPSDT  
Evidence-Based Practices  
HEDIS Resources  
NC-TOPPS  
Prior Authorization Services Instructions



Unmet Health-Related Resource Needs ▾

### RESOURCES

Communications  
Contracting with Trillium  
Electronic Health Records - Health Information Exchange  
Electronic Visit Verification (EVV)  
Network Participation Opportunities  
Provider Council  
Provider Directory  
Provider Documents & Forms  
Provider Self-Audits  
Trillium Funding Opportunities

# Current Service Needs – How to Apply

## 2. Select “Current Service Needs”



### Join the Network

Follow the steps to contract with Trillium



### Obtain Out of Network Agreement

Request to be reimbursed for service to members without joining the network.



### Current Service Needs

Review and apply to contract for specified needs.



### Current Providers: Request a Change


Request changes to your existing services contract.




# Current Service Needs – How to Apply

## 3. Scroll down to “Gaps in Provider Choice” and click on the link.

### Gaps in Provider Choice:

Trillium has identified network gaps in the following services across our region and is actively accepting applications for provider development. If your organization is interested in providing any of the following services, please [click on this link](#) , fill out the form and submit.

### Current Network Gaps:

- 
- **Adult Partial Hospitalization** – Dare and Hyde
  - **Child/Adolescent Partial Hospitalization** – Dare and Hyde
  - **Opioid Treatment Program** – Anson, Beaufort, Bertie, Dare, Hyde, Lee, Richmond, Washington Counties.
  - **Adult Substance Abuse Intensive Outpatient Program (SAIOP)** – Dare and Hyde
  - **Psychosocial Rehabilitation** – Brunswick, Currituck, Dare, Hyde, New Hanover, and Onslow Counties.
  - **Substance Abuse Comprehensive Outpatient Treatment (SACOT)** – Dare and Hyde Counties.
  - **Adolescent Substance Abuse Intensive Outpatient Program (SAIOP)** – Dare, Hyde Counties.

# Current Service Needs – How to Apply

## 4. Complete and Submit the Online Form

**Provider Service Application**  
**Medicaid Service Needs**


This recruitment is being used as a means to expand the network of qualified, approved NC Medicaid providers that are experienced to provide high quality services to Trillium Members. Please only apply for designated counties in the application. Interested providers must submit an application to apply for consideration for the following service needs:

Drop your files here

[Browse](#)

---

☐ Send me a copy of my responses



# Thank You!





# 4

## Claims

Jacqueline Thomas  
Claims Processing Supervisor

## Top Denial Reasons and How to Resolve Them



**62 - Service not authorized** - Steps to resolve this would be to check to make sure you have a current authorization for the member for the service and if there is a discrepancy, please send an email to [UM@Trilliumnc.org](mailto:UM@Trilliumnc.org)

- Additional resources for claims denied 62-Service not authorized  
[Prior Authorization Services | Trillium Health Resources](#)  
[Benefit Plans | Service Definitions | Trillium Health Resources](#)



**330 - Patient not enrolled on the date of service** - Claims that fall outside of the member's eligibility effective dates will deny. Providers can check Provider Direct or NC MMIS (NC Tracks) to check members' eligibility.

- [Home of NCTracks - Home of NCTracks](#)
- [Sign up or sign in](#) Provider Direct (Training Tab – Client search, Insurance, and Target Pops)
- Questions regarding enrollment / eligibility contact the Enrollment and Eligibility Team @ [EnrollmentandEligibility@trilliumnc.org](mailto:EnrollmentandEligibility@trilliumnc.org)
- Providers may also experience this denial if they are billing a service code that is not included for the member's eligibility type.

# Claim Denials cont.



**1018 - Claim received after billing period** - Claims received after the required timeframe will deny as specified in the provider's contract. Timely filing guidelines could vary between lines of business and funding sources.

- A [CRF-Billing Window form](#) could be used to request a time limit override under appropriate circumstances. The CRF form and instructions can be found on:
  - [Provider Documents & Forms | Trillium Health Resources](#) 'Claims Request Form'
- Additional information can be found regarding timely filing:
  - [Claims Billing Guide](#)
  - [Prompt Payment Tip Sheet](#)



**1271 - Billing Provider NPI and billing 9-digit zip** - Billing Provider NPI and billing 9-digit zip code combination not found in our system. Steps to resolve this is to first check NC MMIS (NC Tracks) to ensure that the NPI and address in NC MMIS matches to what you submitted on the claim. If the address in your contract does not match what is in NC MMIS, then you will need to send an email to [Contracts@TrilliumNC.org](mailto:Contracts@TrilliumNC.org) to update. After confirmation of update is received, the provider will need to rebill the claim.

- [Home of NCTracks - Home of NCTracks](#)



**1377 - Please submit to Carolina Complete Health for processing** - The Physical Health claim has been submitted to the wrong processing system. Please see the [Tailored Plan & Medicaid Direct Claims Submission Protocol](#) for assistance with routing claims to the appropriate processing system.

# Claim Denials cont.



**1027** - Invalid service or service discontinued - Review the service code you are billing and check to see if it is active in the Benefit Plan (link below). Information concerning covered procedure codes is also available via the NCDHHS Online Covered Procedure Codes site for North Carolina Medicaid (link below).

- [Benefit Plans | Service Definitions | Trillium Health Resources](#)
- [https://ncdhhs.servicenowservices.com/fee\\_schedules?id=ccm](https://ncdhhs.servicenowservices.com/fee_schedules?id=ccm)



**1073** - Client has other covered insurance COB - As payer of last resort, member's primary insurance (Medicare or other private health insurance) should be billed before Medicaid. Check with the member to identify Third-Party Insurers, then verify if in Provider Direct (PD) and if the primary insurance is incorrect or missing from our system, submit a ticket to [claimssupport@trilliumnc.org](mailto:claimssupport@trilliumnc.org) for further assistance with updating the member's insurance if end dated, etc . Following all validations and billing to third-party claims can be submitted to Trillium with the COB information on the claim.

- [Home of NCTracks - Home of NCTracks](#)
- Provider Direct Portal Access <https://www.ncinno.org/>

# KIT / Claims Processes



## Known Issues Tracker (KIT)

- To locate the KIT please visit our website and go to [Provider Documents & Forms | Trillium Health Resources](#) go to Claims/Finance Information & Forms select the [Trillium-Known-Issues-Tracker.pdf](#)



## Claims Submission Protocol

- [Tailored Plan & Medicaid Direct Claims Submission Protocol](#)

# How To Contact Claims Support

- ✿ For information and questions, regarding claim inquiries and/or denials providers may contact via the email or contact number below:

[ClaimsSupport@trilliumnc.org](mailto:ClaimsSupport@trilliumnc.org)

**Provider Support Services: [1-855-250-1539](tel:1-855-250-1539)**

# 5

## Upcoming Events


Brooke Mickelson, B.S.  
Director of Program Coordination

## Post Disaster Simulations

October 21- Onslow County, Jacksonville  
<https://registration.socio.events/e/onslowpds>

Working with Carteret County &  
UNC Wilmington to schedule for 2026

### Post Disaster SIMULATION



Join us to Learn More about Disaster Preparedness



Make a plan



Build a kit



Be informed

**Free and Open to the Public**

**Tuesday, October 21, 2025**  
Check-In 8:30 a.m.  
9 a.m.–12 p.m.  
*Light refreshments provided.*

In this Post Disaster Simulation, you will learn about the importance of being prepared. This journey walks you through the weeks following a disaster.

Participants will experience what it's like navigating life after a disaster and the many barriers faced. It also highlights the added struggles for individuals living with mental illness, developmental disabilities, and/or substance use disorders.

**Onslow County**  
Emergency Operations Center  
1180 N Cmns Dr  
Jacksonville, NC 28546



Offered in Partnership with:



Register today to secure your spot.  
<https://registration.socio.events/e/onslowpds>





# Program Coordination

## ReEntry Simulations

October 30- Edgecombe County, Tarboro  
<https://registration.socio.events/e/edgecomberes>

November 5- Dare County, Nags Head  
<https://registration.socio.events/e/dareres>

2026 Events:  
January 13- Lee County, Sanford  
<https://registration.socio.events/e/leeres>

January 22- Beaufort County, Washington  
<https://registration.socio.events/e/beaufortcores>

January 29- Pasquotank County, Elizabeth City  
<https://registration.socio.events/e/ecsu2026res>

February 10- Pamlico County, Grantsboro  
<https://registration.socio.events/e/pamlicores>

In Process for 2026:  
February 17-Scotland County  
March 24-Bertie County  
April 7-Northampton County  
May TBD-Lenoir County



**Join us**  
as we explore **empathy**  
through storytelling.

**Free and Open  
to the Public**

**Thursday, October 30, 2025**  
Check-In 8:30 a.m.  
9:00 a.m.–12:00 p.m.

*Light refreshments provided.*

**T-STAR**  
Trillium Support  
Transition And Re-Entry

**Edgecombe Community College**  
Center for Innovation  
2009 W. Wilson St.  
Tarboro, NC 27886

In this Re-entry Simulation, you will learn about the many barriers individuals go through when they are released from jail.

Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.



Register today to secure your spot  
<https://registration.socio.events/e/edgecomberes>



# Program Coordination

## Supporting Children Early Simulations

November 13- Sampson County, Clinton

<https://registration.socio.events/e/sampsonscs>

December 4- Edgecombe County, Tarboro

<https://registration.socio.events/e/edgecombescs>

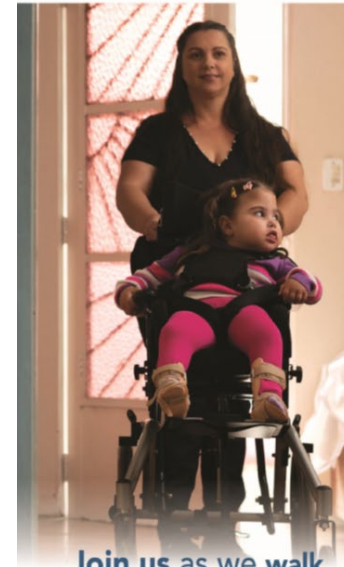
### 2026 Events-

March 10- Brunswick County, Bolivia  
registration coming soon

April 14- Anson County, Wadesboro  
registration coming soon



## Supporting Children Early SIMULATION



**Join us as we walk  
through the challenges.**

Supporting Children Early can give kids with disabilities the tools they need for lifelong success. Kids and families often experience challenges when seeking help. In the Supporting Children Early Simulation, you will walk in the shoes of the families and kids as they navigate their communities.

In this interactive activity, participants will navigate through mock stations that represent various services and resources. Participants will learn first-hand the barriers many families experience. Early detection and support will help kids take their best step forward in life. Together, we can build empathy. We can be the change so that every family and child can get the services and supports they need for happy, healthy lives.

**Thursday, November 13, 2025**

Check-In 8:30 a.m.  
9:00 a.m.-11:30 a.m.

**Sampson County Auditorium**  
437 Rowan Road  
Clinton, NC 28328

Light refreshments  
will be provided.

In partnership with Clinton City Schools  
& Sampson County Schools

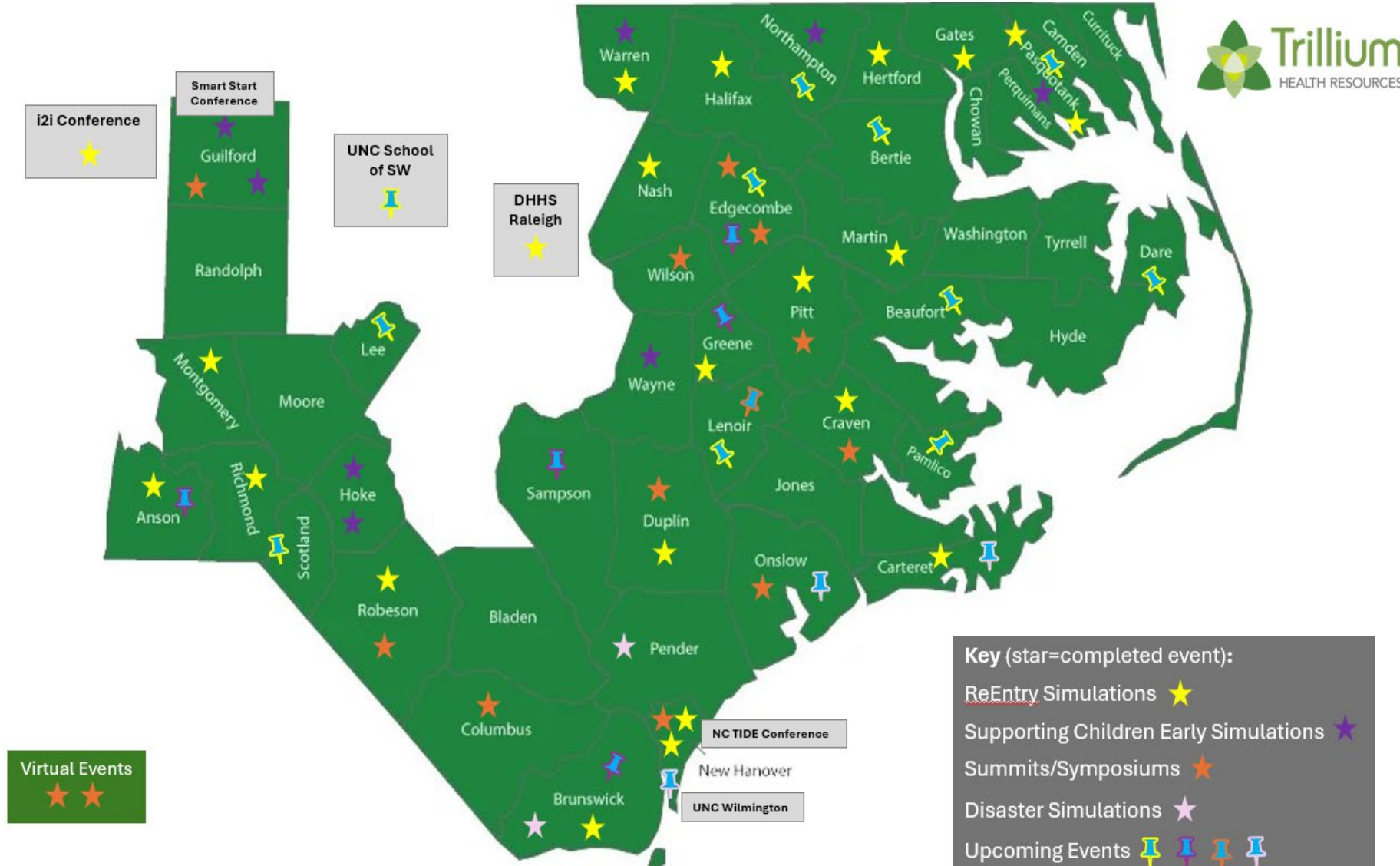


Register today for this free event at  
<https://registration.socio.events/e/sampsonscs>  
to secure your spot.





# Program Coordination



# 6

## EPSDT

Dr. Shiela E. Lee, Ed.D., LCMHC, NCC  
UM Manager - Child Mental Health/Substance Use

## Post Disaster Simulations

October 2- Brunswick County, Bolivia

<https://registration.socio.events/e/brunswickpds>

October 21- Onslow County, Jacksonville

<https://registration.socio.events/e/onslowpds>

Working with UNC Wilmington to schedule for 2026

### Post Disaster SIMULATION



Join us to Learn More about Disaster Preparedness



Make a plan



Build a kit



Be informed

**Free and Open to the Public** In this Post Disaster Simulation, you will learn about the importance of being prepared. This journey walks you through the weeks following a disaster.

**Thursday, October 2, 2025**  
Check-In 8:30 a.m.  
9 a.m.–12 p.m.  
*Light refreshments provided.*

Offered in Partnership with:



**Brunswick Community College**  
Odell Williamson Auditorium  
150 College Rd NE  
Bolivia, NC 28422

Register today to secure your spot.  
<https://registration.socio.events/e/brunswickpds>





# Program Coordination

## Reentry Simulations

October 30- Edgecombe County, Tarboro  
<https://registration.socio.events/e/edgecomberes>

November 5- Dare County, Nags Head  
<https://registration.socio.events/e/dareres>

2026 Events:  
January 13- Lee County, Sanford  
<https://registration.socio.events/e/leeres>

January 22- Beaufort County, Washington  
<https://registration.socio.events/e/beaufortcores>

January 29- Pasquotank County, Elizabeth City  
<https://registration.socio.events/e/ecsu2026res>

February 10- Pamlico County, Grantsboro  
<https://registration.socio.events/e/pamlicores>

In Process for 2026:  
February TBD-Scotland County  
March 24-Bertie County  
April 7-Northampton County  
May TBD-Lenoir County



**Join us**  
as we explore **empathy**  
through storytelling.

**Free and Open  
to the Public**

**Thursday, October 30, 2025**  
Check-In 8:30 a.m.  
9:00 a.m.–12:00 p.m.

*Light refreshments provided.*

**T-STAR**  
Trillium Support  
Transition And Re-Entry

**Edgecombe Community College**  
Center for Innovation  
2009 W. Wilson St.  
Tarboro, NC 27886

In this Re-entry Simulation, you will learn about the many barriers individuals go through when they are released from jail.

Participants experience the difficulties of finding a job, keeping a stable home, going to treatment regularly, and following release rules.



Register today to secure your spot  
<https://registration.socio.events/e/edgecomberes>



# Program Coordination

## Supporting Children Early Simulations

September 23- Guilford County, High Point  
<https://registration.socio.events/e/guilfordscs>

November 13- Sampson County, Clinton  
<https://registration.socio.events/e/sampsonscs>

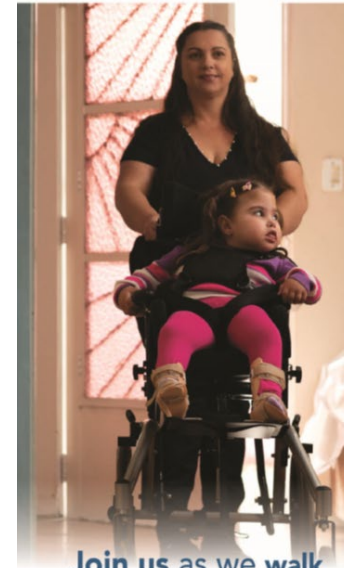
December 4- Edgecombe County, Tarboro  
<https://registration.socio.events/e/edgecombescs>

2026 Events-  
March 10- Brunswick County, Bolivia  
registration coming soon

April 14- Anson County, Wadesboro  
registration coming soon



## Supporting Children Early SIMULATION



**Join us as we walk  
through the challenges.**

Supporting Children Early can give kids with disabilities the tools they need for lifelong success. Kids and families often experience challenges when seeking help. In the Supporting Children Early Simulation, you will walk in the shoes of the families and kids as they navigate their communities.

In this interactive activity, participants will navigate through mock stations that represent various services and resources. Participants will learn first-hand the barriers many families experience. Early detection and support will help kids take their best step forward in life. Together, we can build empathy. We can be the change so that every family and child can get the services and supports they need for happy, healthy lives.

**Tuesday, September 23, 2025**  
Check-In 8:30 a.m.  
9:00 a.m.-11:30 a.m.

**St. Mary's Episcopal Church**  
108 West Farris Avenue  
High Point NC 27262

In partnership with the Guilford County  
Partnership for Children



a partner in the  
Smart Start network



**Register today for this free event at**  
<https://registration.socio.events/e/guilfordscs>  
**to secure your spot.**

Light refreshments will be provided.

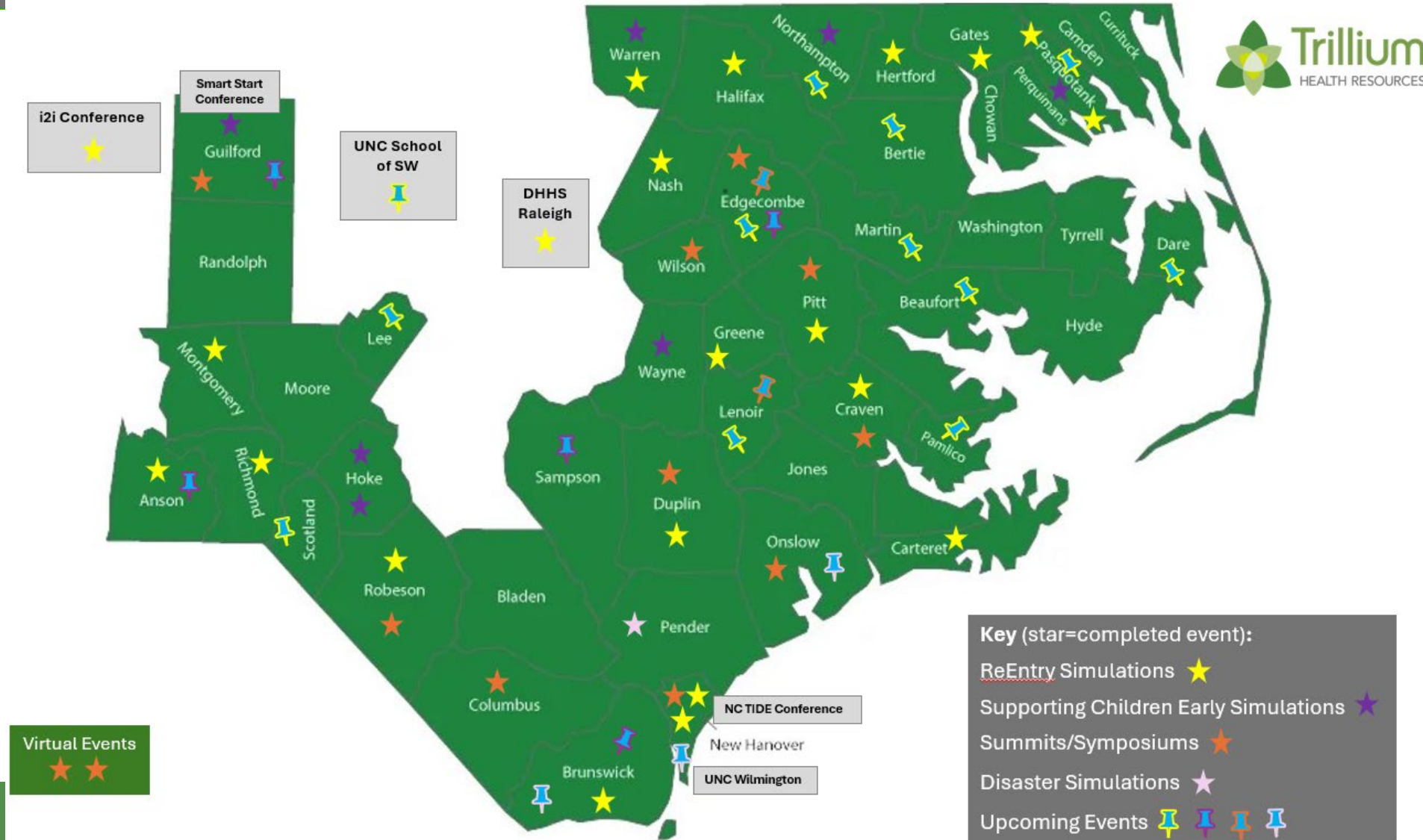




**Trillium**  
HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

# Program Coordination





07

## CCH UPDATES

*Gaines Carey, CHES  
Education and Training Coordinator*



**Trillium**  
HEALTH RESOURCES

# Reminders for Physical Health Providers



# Trillium Physical Health Portal Overview



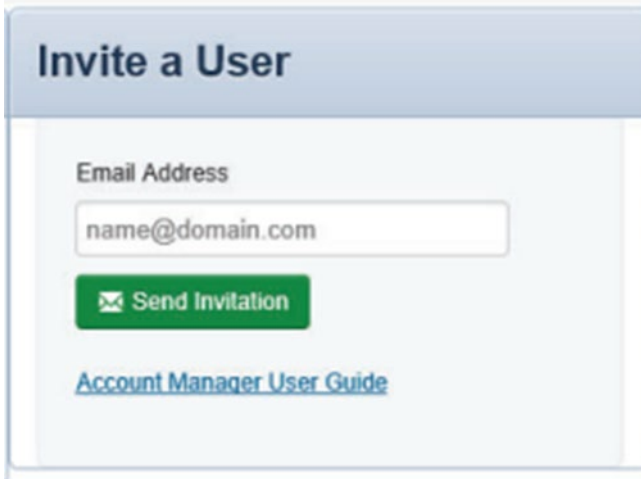
**Key Functions: Member Eligibility, Prior Authorizations, Claims Submissions, Claims Disputes, View Payments, View Health Records, and more.**

- Create New Account:  
<https://provider.trilliumhealthresources.org/>
- For more information with images view:  
<https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/Trillium-PH-Orientation.pdf>.
- Need additional support? Connect directly with your assigned [Provider Engagement Administrator](#) or email [ProviderEngagement@cch-network.com](mailto:ProviderEngagement@cch-network.com) to schedule a meeting!

The image shows two screenshots of the Trillium Health Resources portal interface, connected by a right-pointing arrow. The left screenshot is the "Log In" page, which has a white background and a blue header. It features a "Username (Email)" input field, a blue "LOG IN" button, and a "Create New Account" button highlighted with a red border. Below the buttons, there is a section for "single password" and "reliable security" with the "EntryKeyID" logo. At the bottom, there are links for "Help", "Privacy Policy", "Terms of Use", and "© 2021 Centene". The right screenshot is the "Create your Account" page, which also has a white background and a blue header. It features the Trillium logo, the text "Create your Account", and "Enter Email Address". Below this, there is a message: "Let's get started -- creating an account is quick and easy." followed by an "Email Address" input field with a red asterisk. At the bottom, there are blue "CONTINUE" and "CANCEL" buttons.

# Portal Access for Third-party Billers

- ✿ Third-party billing entities supporting Trillium providers third-party have accounts to the Secure Provider Portal when validated by the practice's **Portal Account Manager**.
- ✿ The Account Manager should Invite a User by sending an invitation to the email address for the third-party biller.
- ✿ This generates an email link to the Trillium PH Secure Provider Portal.
- ✿ User should continue to Create an Account, verifying their email, then returning to enter TIN, Phone, and Fax.
- ✿ **After this point, the third-party biller should contact the Portal Administrator at the practice to verify their account request.**
- ✿ Upon verification, the user will be able to login to the portal and have functionality to submit and view claims.



The screenshot shows a web interface titled "Invite a User". It features a text input field labeled "Email Address" containing the placeholder text "name@domain.com". Below the input field is a green button with a white envelope icon and the text "Send Invitation". At the bottom of the form is a blue hyperlink labeled "Account Manager User Guide".



**Trillium**  
HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

# Claim Denial Trend- October 2025

Claim Denial	Provider Guidance
NON-ELIGIBLE/NON-REIMBURSABLE SERVICE PER PLAN OR REGULATORY GUIDELINES	The service billed is not covered and non-reimbursable based on NC Medicaid fee schedule. Please check the NC Medicaid fee schedule, <a href="#">Download Fee Schedules - DHB Fee Schedule &amp; Covered Codes Portal</a> . Additionally, review the clinical coverage policy and make sure the procedure is billable by your provider type. <a href="#">Clinical Coverage Policy Index   NC Medicaid</a> Always verify <b>plan enrollment, service coverage, and authorization requirements</b> before providing services or submitting claims. Confirming these details up front helps ensure the claim is directed to the correct plan and reimbursed appropriately.
Billing Provider Taxonomy Required	Please ensure your provider data has active credentialing status with NC Tracks and the data on the claim matches what is in NC Tracks. Missing rendering and/or missing billing taxonomy is a common cause of claim processing delays and denials. Taxonomy numbers must also align with your provider data in NCTracks. Please also advise your Clearinghouse to make sure the changes made to taxonomy placement are permanent on your account going forward. Provider Guide: <a href="https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH-Prvr-Taxonomy-Guide.pdf">https://network.carolinacompletehealth.com/content/dam/centene/carolinacompletehealth/pdfs/CCH-Prvr-Taxonomy-Guide.pdf</a>
Deny-Bill NPI+ taxonomy not on medicaid file or not active on SVC dates	Please ensure your provider data has active credentialing status with NC Tracks and the data on the claim matches what is in NC Tracks. Provider Guide: <a href="#">Provider Enrollment and Data (PDF)</a>
Referring provider NPI not in Medicaid file/not active on SVC	Please ensure your provider data has active credentialing status with NC Tracks and the data on the claim matches what is in NC Tracks. Provider Guide: <a href="#">Provider Enrollment and Data (PDF)</a>
DENY: NO AUTHORIZATION ON FILE THAT MATCHES SERVICE(S) BILLED	To check on a specific <b>physical health</b> service or procedure for Trillium Tailored Plan members, use the <a href="#">Trillium Physical Health Pre-Auth Tool</a> . Providers should also review the Clinical Coverage Policy for specific details on services and procedures. Common causes for this denial include situations where authorization was not obtained prior to the service, was issued under a different provider or NPI, or where the billed code does not exactly match the authorized code. Denials may also occur if the service dates fall outside the approved authorization period.

# PA, Notification, and Determination Timeframes

Authorization Type	Timeframe for Provider to Notify Trillium Physical Health	Timeframe for Determination by Trillium Physical Health upon receipt of medical necessary medical information.
Standard Service Auth (inpatient)	Prior Authorization required at least fourteen (14) business days prior to the scheduled admission date	For urgent/expedited requests, a decision and notification is made within seventy-two (72) hours of the receipt of the request. If the request lacks clinical information, Carolina Complete Health may extend the review time frame for up to 14 calendar days (max 17 calendar days for review).  <b>Effective January 1, 2026: If the request lacks clinical information, Carolina Complete Health may extend the review time frame for up to 11 calendar days (max 14 calendar days for review).</b>
Standard Service Auth (outpatient)	Prior Authorization required at least fourteen (14) business days prior as soon as the need for service is identified	
Emergent/Urgent	Notification within one (1) business day of the admission for ongoing concurrent review and discharge planning	For urgent/expedited requests, a decision and notification is made within seventy-two (72) hours of the receipt of the request. If the request lacks clinical information, Carolina Complete Health may extend the review time frame for up to 14 calendar days (max 17 calendar days for review).  <b>Effective January 1, 2026: If the request lacks clinical information, Carolina Complete Health may extend the review time frame for up to 11 calendar days (max 14 calendar days for review).</b>
Retrospective Review	If the request is received within 90 days from the date of service (DOS) or the date of admission (DOA) and extenuating circumstances are clearly defined, the request will be reviewed for medical necessity .	The health plan will have 30 calendar days to review and finalize a decision.
Concurrent Review	Notification within one (1) business day of the admission for ongoing concurrent review and discharge planning.	For concurrent review requests, a decision and notification is made within seventy-two (72) hours of the receipt of the request. If the request lacks clinical information, Carolina Complete Health may extend the review time frame for up to 14 calendar days (max 17 calendar days for review). <b>Effective January 1, 2026: If the request lacks clinical information, Carolina Complete Health may extend the review time frame for up to 11 calendar days (max 14 calendar days for review).</b>



# Trainings Available

- ✿ [Personal Care Services Provider Training \(PDF\)](#)
  - [Recording](#)
  - [Q&A \(PDF\)](#)
- ✿ Trillium Physical Health Provider Orientation [Register in Advance](#)
- ✿ [Trillium New Provider Onboarding Checklist \(PDF\)](#)
- ✿ EVV Hard Launch is official! [Managed Care Electronic Visit Verification Home Health Implementation Hard Launch Effective Oct. 1, 2025 | NC Medicaid](#)
- ✿ Join us for our next Home Health Office Hours to review what this all means and how to prepare on August 21<sup>st</sup> at 11 AM [register here.](#)

# Additional Resources

- ✿ Covered services view the Clinical Coverage Policies:  
<https://network.carolinacompletehealth.com/resources/clinical-policies.html>
- ✿ [Tailored Plan Billing with Partners and Trillium for Physical Health Providers \(PDF\)](#)
- ✿ [CCH Billing Guides](#)
- ✿ [CCH Billing Manual](#)
- ✿ [Trillium Durable Medical Equipment \(DME\) Provider Guide \(PDF\)](#)
- ✿ [Trillium Tailored Plan Provider Resources](#)
- ✿ Connect with the Provider Experience Team: [Provider Engagement](#) and [Provider Relations](#)
- ✿ Known Issues Tracker for related issues that impact providers  
<https://network.carolinacompletehealth.com/>



08

## Upcoming Forum Meetings, Resources, Questions and Answers

Chauncey Dameron, MBA

*Provider Relations and Engagement Manager*

# Provider Forum Meeting Dates

## Upcoming Meeting Schedule

-  No Provider Forum meetings for the remainder of 2025
-  Meetings will resume January 14, 2026 at 10:00 a.m.

# Previous Forum Information

<https://www.trilliumhealthresources.org/>

## For Providers

Overview

### CLINICAL

Behavioral Health Screening Programs  
Benefit Plans | Service Definitions  
Billing Codes & Rates | Check Write Schedule  
Clinical Practice Guidelines  
Developmental Centers  
EPSDT  
Evidence-Based Practices  
HEDIS Resources  
NC-TOPPS  
Prior Authorization Services Instructions  
Tailored Care Management for Providers  
Tailored Plan Medicaid Providers Pharmacy Benefits  
Value-Based Care

### RESOURCES

Communications  
Contracting with Trillium  
Electronic Health Records - Health Information Exchange  
Electronic Visit Verification (EVV)  
Network Participation Opportunities  
Provider Council  
Provider Directory  
Provider Documents & Forms  
Provider Self-Audits  
Trillium Funding Opportunities

### PROVIDER INFORMATION

Contact Information and Provider Portals  
How do I...?  
My Learning Campus Providers  
Provider Forum

### TAILORED PLANS - INFORMATION FOR PROVIDERS

Tailored Plans - Information for Providers  
Provider Tailored Plan Contracting Reminders  
Tailored Plan Trillium Training  
NCDHHS Information



Select  
Provider Forum

April 9, 2025

Provider Forum Questions & Answers Coming Soon

Provider Forum Presentation



Provider Forum Recording 



Thank you for your participation.



## Connect With Us

-  [Trillium Health Resources](#)
-  [Trillium Direct Connect for Enrichment](#)
-  [Trillium Direct Connect for Recovery](#)
-  [Trillium Health Resources](#)
-  [Trillium Health Resources](#)



Transforming Lives. Building Community Well-Being.

**Member & Recipient Service Line**  
1-877-685-2415

**Provider Support Service Line**  
1-855-250-1539

**Administrative & Business Matters**  
1-866-998-2597