

Questions & Answers

1. Can 1915i services be self-directed?

Yes, if you are asking if 1915i is like innovation, 1915i CCP's do not include self-direction such as, employer of record or agency with choice models

2. What is the process for members being added to HHA Exchange when receiving ITS? What department do we contact?

For questions about HHA Exchange please contact: ClaimsSupport@TrilliumNC.org

3. When will be able to see in Provider Direct What the Care Manager has uploaded?

Documents that have been loaded to a members clinical documents section should be available in almost real time and available for providers to see if the document has been indicated as shareable.

4. We have been experiencing issues with not being notified that Trillium is no longer the care manager for a member and it has been switched to another TCM provider, causing the member to be without services. Who are we to contact about this?

The assigned Care Manager/Care Coordinator is responsible for notifying the member and provider agency of TCM or Provider changes. Can you email me any members where you have experienced this Katina.Scott@TrilliumNC.org ?

Provider also can review the Beneficiary Assignment File (BAF) of members assigned to them for TCM

5. Providers were told we can't add a member to HHA

To have members added into HHA, providers can contact ClaimsSupport@TrilliumNC.org, it will then be sent to the EVV team to complete.

6. Are the Timely Filing limits for each insurance in NC Tracks? If within the TF limit from the DOS, a corrected claim can be submitted?

Timely filing resource is [Trillium Prompt Payment Tipsheet](#)

Questions & Answers

- 7. T1023 is denying but client has Medicaid TP and Medicare part C. Benefit plan says it is a billable service. Tickets have been submitted but have had no resolve.**

You can provide your Kace Ticket# for us to research and review further and identify this issue?

- 8. It would be wonderful to have the ability to click links when viewing the recorded sessions. Is there any way to drop the links down in the comments of each of those videos?**

The presentations are posted to our website under; [For provider->provider information->provider forum](#)