

**PROCESS FOR PROVIDERS TO SUBMIT SELF-AUDIT INFORMATION TO TRILLIUM**

1. Upon identification of overpayment based on a Self-Audit, the provider agency will notify Trillium Health Resources through completing the [Provider Self-Audit Reporting Form](#).
2. The Provider Self Audit Form should be completed by the provider and supporting documents attached to identify the following:
  - a) The identified problem
  - b) The dates covered by the self-audit
  - c) What records were reviewed
  - d) The findings of the self-audit
  - e) Actions taken based on the outcome of the Self-Audit
  - f) What members were involved
  - g) Plans for repaying the identified funds
  - h) [Self-Audit Replacement/Void Claims Chart](#), only required IF the provider is submitting replacement/voided claims.
  - i) This chart will include member information, claims count, recoupment amounts.
3. Upon notification of overpayment from a provider, Trillium Compliance Department (“Trillium Compliance”) will review information submitted by the Provider.
  - a) If Trillium Compliance determines there is a credible self-report of healthcare fraud, waste, and/or abuse, Trillium Compliance will follow the protocol of the investigative process and refer the matter to the appropriate state or federal agency, including NC DHB Office of Compliance and Program Integrity and/or NC Medicaid Investigations Division.
  - b) After review of self-audit, Trillium may request additional information from provider related to self-audit.

- c) If the provider properly identifies an overpayment not related to potential fraud, Trillium will accept full repayment. The following applies:
- ▶ Per the requirements of the Affordable Care Act (section 6402a), the balance is due in full to Trillium Health Resources within 60 (sixty) calendar days from the date the overpayment was identified.
  - ▶ The North Carolina General Assembly has required in law (N.C. Gen. Stat. § 147-86.23) that interest and penalties shall be charged on all past-due accounts from the due date until the date payment is received. This law requires state agencies to assess interest charges at a rate set semi-annually by the Department of Revenue consistent with NC G.S. 105-241.21, this and impose a one-time penalty of 10% on all past-due accounts.