

MEDICAID DIRECT SERVICES:

Providers who serve beneficiaries who are excluded or delayed populations from Medicaid managed care, will continue to receive Behavioral Health and I/DD services through Trillium Health Resources. Providers have three ways to submit claims to Trillium using HIPAA Standard Electronic Transaction set:

1. through web portal in The Behavioral Health I/DD Secure Provider Portal - Provider Direct,
2. via secure FTP, and
3. a provider can submit their claims through a clearinghouse

If submitting Behavioral Health I/DD claims through a clearinghouse, Trillium has an agreement to utilize Change Healthcare formerly known as Emdeon and The SSI Group. Trillium's Medical Payer ID is 43071 when using The SSI Group or sending directly to Trillium and 56089 when using Change Healthcare (Emdeon).

Services subject to Electronic Visit Verification (EVV) will need to be submitted through HHAeXchange. Trillium has partnered with an external vendor, HHAeXchange, to provide the EVV tools necessary for designated providers to comply and meet this requirement. General EVV information can also be found on the HHAeXchange North Carolina Provider Information Center, hhaexchange.com/nc/.

For these beneficiaries, physical health and pharmacy claims will continue to be submitted to Medicaid Direct.

TAILORED PLAN MEDICAID AND STATE FUNDED SERVICES:

Behavioral Health (BH) and IDD claims are defined as those for Mental Health/Substance Use (MH/SU), Intellectual Developmental Disabilities (I/DD) services and TBI services. I/DD benefits include intermediate care facilities for individuals with intellectual disabilities (ICF-IID), Innovations waiver services and other home and community based services will be billed to Trillium for reimbursement. MH/SU/IDD services will be billed using the appropriate primary ICD-10-CM diagnosis codes to the highest level of specificity that meets medical necessity in the range of F06-F99 with the exception of the services listed in the below Claims Submission Protocol table.

Behavioral Health and I/DD claims for Medicaid and State Funded claims may be submitted to Trillium using HIPAA Standard Electronic Transaction set, and this can be accomplished three ways:

1. through web portal by using the Behavioral Health I/DD Secure Provider Portal - Provider Direct,
2. via secure FTP, and
3. a provider can submit their claims through a clearinghouse.

If submitting claims through a clearinghouse, Trillium has an agreement to utilize Change Healthcare formerly known as Emdeon and The SSI Group. Trillium's Medical Payer ID is 43071 when using The SSI Group or sending directly to Trillium and 56089 when using Change Healthcare (Emdeon).

Physical Health (PH) claims for Medicaid beneficiaries are inclusive of physical health and Long-term Services and Supports, including nursing facility services, home health services, private duty nursing services, personal care services and hospice services. Physical Health services will have a primary medical ICD-10 diagnosis code to the highest level of specificity that meets medical necessity excluding the range of F06-F99 with the exception of the services listed in the below Claims Submission Protocol table.

Physical Health claims and physician-administered (professional) drug claims are processed through Trillium's partner, Carolina Complete Health (CCH) and may be submitted using HIPAA Standard Electronic Transaction set and can be accomplished by

1. a secure web-based Provider Portal (Physical Health Secure Provider Portal),
2. via secure FTP, and
3. a provider can submit their claims through a clearinghouse.

CCH utilizes the clearinghouse Availity. As long as the provider's clearinghouse has a connection to Availity, then the claim can be passed on to CCH. CCH's Medical Payer ID is 68069.

Services subject to Electronic Visit Verification (EVV) will need to be submitted through HHAeXchange. Trillium has partnered with an external vendor, HHAeXchange, to provide the EVV tools necessary for designated providers to comply and meet this requirement. General EVV information can also be found on the HHAeXchange North Carolina Provider Information Center, hhaexchange.com/nc/.

Pharmacy claims are defined as those claims submitted for rendered pharmaceuticals or pharmacy services, including outpatient pharmacy (point-of-sale claims).

Pharmacy Point of Sale claims are processed through Trillium's partner, PerformRx and may be submitted electronically using the most current NCPDP HIPAA- approved format with Rx BIN Number 019595 and PCN – PRX10811.

Modivcare is Trillium's contractor to facilitate Non Emergency Medical Transportation (NEMT) and Non Emergent Ambulance Transportation (NEAT) services in North Carolina. Modivcare responsibilities include booking of reservations/rides and to process claims for NEMT/NEAT providers.

Providers can bill electronically through Modivcare's web portal, by an Automated Transportation Management System (ATMS), or by submitting paper claims. For any questions on how to bill, Providers should refer to Modivcare's Orientation and Training resources. For claims related questions, please contact Modivcare's Claims Department at 1-800-930-9060. For any other Provider related questions specific to Modivcare rides, please contact: 1-855-397-3604. Additional NC resources may be found in Transportation Provider Manual.

Vision claims for Medicaid Tailored Plan beneficiaries are processed through Envolve, a subsidiary of CCH and may be submitted using HIPAA Standard Electronic Transaction set or can be submitted in a secure web-based Provider Portal (visionbenefits.envolvehealth.com/logon.aspx). Claims may also be submitted through a clearinghouse. Envolve utilizes the clearinghouse Change Healthcare. As long as the provider's clearinghouse has a connection to Change Healthcare, then the claim can be passed on to Envolve. Envolve's Payer ID is 56190.

PROVIDER PORTAL CLAIMS

Providers are contractually required to submit billing electronically. The Behavioral Health I/DD Secure Provider Portal - Provider Direct and the Physical Health Secure Provider Portal - CCH's Provider Portal are web-based systems available to Trillium providers upon completion of a Trading Partner Agreement (TPA.).

Billing through the provider portals is Direct Data Entry (DDE) where an electronic CMS1500 or UB04 form is accessed and billing information is entered and submitted to for reimbursement. A direct link to these portals are found at Trillium's website, trilliumhealthresources.org under For Providers. The Behavioral Health I/DD Secure Provider Portal - Provider Direct Webinars are available in the Provider Direct Module to assist with completing a CMS1500 and UB04 claim form. CCH provider training resources can be found at network.carolinacompletehealth.com/resources/education-and-training.html.

For covered services, the following Claims Submission Protocol will assist providers with the appropriate claim submission:

Claims Submission Protocol	
Services	Claims Submission
Allergies	Physical Health Portal
Ambulance Services	Physical Health Portal
Anesthesia	Physical Health Portal
Auditory Implant External Parts	Physical Health Portal
Behavioral Health:	
Assertive Community Treatment Program	Behavioral Health I/DD Portal
Community Support Team	Behavioral Health I/DD Portal
Diagnostic Assessment	Behavioral Health I/DD Portal
Enhanced Mental Health & Substance Use Services	Behavioral Health I/DD Portal
Diagnostic Assessment	Behavioral Health I/DD Portal
Facility Based Crisis Management for Children and Adolescents	Behavioral Health I/DD Portal
ICF-IDD	Behavioral Health I/DD Portal
Innovation Services	Behavioral Health I/DD Portal
Inpatient Charges for Psychiatric and Substance Use *please see additional guidance below	Behavioral Health I/DD Portal
Outpatient Behavioral Health Services with MH/SU primary diagnosis	Behavioral Health I/DD Portal
Peer Support	Behavioral Health I/DD Portal
Psychiatric Residential Treatment Facilities for Children under the Age of 21	Behavioral Health I/DD Portal
Psychological Services in Health Departments and School-Based Health Centers	Behavioral Health I/DD Portal
Research-Based Behavioral Health Treatment (RB-BHT) for Autism Spectrum Disorder	Behavioral Health I/DD Portal
Residential Treatment Services	Behavioral Health I/DD Portal

Claims Submission Protocol	
Services	Claims Submission
Community Based Services:	
Home Health Services	Physical Health Portal
Home Infusion Therapy	Physical Health Portal
Hospice Services	Physical Health Portal
Personal Care Services	Physical Health Portal
Private Duty Nursing	Physical Health Portal
Burn Treatment and Skin Substitutes	Physical Health Portal
Cardiac Procedures	Physical Health Portal
Chiropractic Services	Physical Health Portal
Clinic Services	Physical Health Portal
Dental – Managed Care covered codes (D0145 and D1206)	Physical Health Portal
Dietary Evaluation and Counseling	Physical Health Portal
Federally Qualified Health Center (FQHC)	Physical Health Portal
Free Standing Birth Center Services (when licensed or otherwise recognized by DHHS)	Physical Health Portal
Hearing Aids	Physical Health Portal
Inpatient Charges, Rehabilitation & Medical *please see additional guidance below	Physical Health Portal
Laboratory and X-Ray Services	Physical Health Portal
Maternal Support Services	Physical Health Portal
Medical Equipment	Physical Health Portal
Non-emergent Transportation to Medical Care (NEMT)	Modivcare
Nursing Facility Services	Physical Health Portal
Obstetrics & Gynecology	Physical Health Portal
Ophthalmological Services	Physical Health Portal

Claims Submission Protocol	
Services	Claims Submission
Outpatient Services with primary medical diagnosis	Physical Health Portal
Outpatient Hospital Services, primary MH/SU diagnosis	Behavioral Health I/DD Portal
Outpatient Hospital Services, with primary medical diagnosis	Physical Health Portal
Pharmacy Point of Sale	PerformRx
Pharmacy (Physician administered)	Physical Health Portal
Physician Services with primary medical diagnosis	Physical Health Portal
Physician Services, primary MH/SU diagnosis	Behavioral Health I/DD Portal
Podiatry	Physical Health Portal
Radiology	Physical Health Portal
Reconstructive Surgery	Physical Health Portal
Rural Health Clinics	Physical Health Portal
Solid Organ Transplants	Physical Health Portal
Specialized Therapies	Physical Health Portal
Stem Cell Transplants	Physical Health Portal
Tailored Care Management	Behavioral Health I/DD Portal
Targeted Case Management – HIV Case Management Services	Physical Health Portal
Ventricular Assist Device	Physical Health Portal
Vision Services	Engolve Portal

* **Hospital Inpatient Charges:**

- 🌱 Hospital Psych claims for Trillium Health Resources Tailored Plan and Medicaid Direct members/recipients with a billing taxonomy of 283Q00000X or 273R00000X can continue to be billed to the secure Behavioral Health I/DD Portal.

- 🌱 Hospital Rehabilitation claims for Trillium Health Resources Tailored Plan members/recipients with a billing taxonomy of 284300000X or 273Y00000X can bill their claims to the secure Physical Health Portal.
- 🌱 Billing taxonomy of 282N00000X or 276400000X, 283Q00000X or 284300000X with
 - MDC 19 and 20- DRG of '0880' THRU '0887', '0894' THRU '0897', '0876' can continue to be billed to the secure Behavioral Health I/DD Portal for Tailored Plan and Medicaid Direct.
 - MDC 23-DRG of '0945' '0946' can be billed to the secure Physical Health Portal.
- 🌱 All other hospital inpatient charges, should be billed to the secure Physical Health Portal and use DRG Payment methodology.
- 🌱 DPU providers will submit their Physical Health claims to Carolina Complete Health (secure Physical Health Portal).
- 🌱 DPU providers will submit their Behavioral Health claims to Trillium Health Resources (secure Behavioral Health I/DD Portal).
- 🌱 For Tailored Plan services, Non-DPU providers submitting both Physical Health and Behavioral Health services on a single claim will submit their claims to Carolina Complete Health (secure Physical Health Portal).