



TAILORED PLAN - HISTORICAL CLAIMS ADJUSTMENT REQUEST FORM INSTRUCTION

PLEASE FILL OUT THE TAILORED PLAN HISTORICAL CLAIM ADJUSTMENT SMARTSHEET FORM (AS FOLLOWS):

Note: This form should be used for adjustments request for Tailored Plan Historical Claims submitted prior to 10/01/2026 to CCH or Trillium.

- Carolina Complete Healthcare (CCH) or Trillium (TBS) original claim number
- Billing Provider NPI
- Billing Taxonomy Code
- Member Name
- Member Medicaid ID number
- Service Code or type of service (Inpatient Hospital, Emergency Room Visit, Outpatient service, Office Visit, etc.)
- Date(s) of Service
- Attending/Rendering NPI
- Attending/Rendering Taxonomy Code
- Brief discription of what needs to be adjusted and why
- Submitter information. Please include submitter name, job title, and phone number
- Submitter email address. Please insure the email address is accurate as a ticket number will be supply by email as well as all follow-up information.
- **Attachment** – please include a copy of the adjusted/voided claim, and documentation needed to support claim processing

A screenshot of a web-based form titled "TAILORED PLAN - CLAIM ADJUSTMENT REQUEST". The form is set against a green background. It contains several input fields with labels: "CCH/TBS-Original Claim Number-", "Billing Provider NPI-", "Billing Taxonomy code-", "Member Name-", "Member Medicaid ID number-", "Date of Service-" (with a date picker icon), "Service Code or type of service-", "Attending/Rendering NPI-", "Attending/Rendering Taxonomy Code-", "Brief description of what needs to be adjusted-", "Submitters Information-" (with a note "Please include submitter name, job title, and phone number"), and "Submitters Email address-". At the bottom, there is a section for uploading documents, titled "Please upload a copy of the adjusted/void claim and/or any additional documentation available", which includes a dashed box with a file icon and the text "Drop your files here" and "Browse".

SECURE REQUEST SUBMISSION

- Please be sure to select the "Submit" button (as shown below) to ensure your request is submitted.
- A ticket number will be sent to the email address provided within this request.

A screenshot of a web form submission area. It features a light gray rectangular box with a dashed border at the top. Inside the box, on the left, is a dark gray button with the word "Submit" in white. At the bottom right of the box, it says "Powered by" followed by the Smartsheet logo and name. Below that are two links: "Privacy Notice" and "Report Abuse". The entire box is flanked by two vertical green bars on the left and right sides.

Tailored Plan Historical Claim Adjustment Request