



Trillium

HEALTH RESOURCES



Question	How are clinicians of credentialed hospitals added to hospital contracts?
Answer	Use the hospital registration worksheet on our website
Question	How are clinicians of non-credentialed hospitals added?
Answer	Contracts add the rendering/attending based on the information submitted on the claim. However, contracts perform verification checks prior to adding to our system. If any of the checks fail (NC Tracks, license verification, NPI verification) we will not add the rendering/attending to our system. If the denial is valid, the claim will not be sent to Contracts to add the rendering/attending. Provider will need to check with claims specialist regarding the denials.
Question	How do you change an address in Provider Direct (PD)?
Answer	Make sure the site is updated in NC Tracks (if applicable), then submit a Provider Change Form found at https://www.trilliumhealthresources.org/sites/default/files/docs/Provider-documents/Trillium-Provider-Change-Form.pdf . Follow directions on the form to submit.

Question	How do providers notify THR of residential openings?
Answer	<p>Effective August 1, 2018</p> <p>Trillium Health Resources will track all “Residential Openings” for all residential services. We have 2 Resource Coordinators who will manage the incoming Residential services opening updates that all of you will provide monthly to Residentialopenings@trilliumnc.org by 12 noon on the first Monday of the month.</p> <p>For Example:</p> <p>All residential providers will send monthly updates to the following email on the attached spreadsheet to: Residentialopenings@trilliumnc.org Even if you have 0 beds, please still send the spreadsheet.</p> <p>Why is this important for our providers, stakeholders, families and members?</p> <ol style="list-style-type: none"> 1. Providers, DSS and LME/MCO will not have to call agencies that have no bed openings and will have up to date information from the LME/MCO should you need to search for any time of residential option. 2. Residential Agencies will have quick access to referrals from the entire network, LME/MCO and stakeholders. 3. This process will create efficiencies for our entire community for members of all ages who need a residential option. 4. Please remember that least restrictive environment is always the expected best practice. 5. Members who need residential services coming out of an ED visit or hospital will be able to have quick options available. <p>Trillium Health Resources are requesting Residential Openings for: TFC, IAFT, Level II Level III and IV group home beds, UAFL, AFL, 5600 group homes. This includes all ages and disability populations. Also, see Network Communication Bulletin # 031</p>
Question	Who do I contact to get an already submitted TAR returned to me?
Answer	UM@trilliumnc.org
Question	Who do I contact to request a Peer-to-Peer review?
Answer	UM@trilliumnc.org

Question	How do I get an update on a ticket previously submitted?
Answer	Find the ticket number generated by your email. Reply in the body of the email that says "Please reply above this line to add a comment."
Question	Why am I getting a lot of tickets that are opening and closing when I only submitted one?
Answer	These tickets are called "Child Tickets" and are a built-in process to ensure that no steps are missed in processing your Parent" ticket. If you see tickets opening and closing, your ticket is being worked through the Trillium process for that request.
Question	Why was my TAR denied for selecting an office site for TFC/IAFT/AFL?
Answer	These services require that the home be added to the provider contract as a site in the contract. The TAR is the completed by selecting the home (site) where the service will be provided.
Question	How do I add a new TFC/IAFT home to the contract?
Answer	Send a secured email to NetworkServicesSupport@trilliumnc.org with the Trillium Additional Site Form from our website at https://www.trilliumhealthresources.org/sites/default/files/docs/Provider-documents/Trillium-Add-New-Site-Form.pdf . The items to accompany the form are on the form beside the service you are requesting.
Question	How do I send a secured email?
Answer	You can use the free ZixMail link found on the Trillium website at https://web1.zixmail.net/s/welcome.jsp?b=ecbhlme . As of June 3, 2018, all internet browsers used to access Zixmail must support TSL 1.2 or higher. A comprehensive list of browsers that support TLS 1.2 is available here: Qualys, SSL Lab.

Question	How do I add an AFL to our contract?
Answer	Send a secure email to NetworkServicesSupport@trilliumnc.org and send the name and date of birth of the member you wish to serve, along with the address and service(s) you wish to provide for that person. If this AFL is licensed, it must be added in NC Tracks before being added to your contract. If this member has a Care Coordinator, he/she can complete the paperwork on the behalf of the member.
Question	How do I request a Member Specific Agreement instead of a contract addition?
Answer	Send a secure email to NetworkServicesSupport@trilliumnc.org and send the name and date of birth of the member you wish to serve, along with the service(s) you wish to provide for that person.
Question	Who do I contact for questions regarding credentialing?
Answer	Email credentialing@trilliumnc.org or, if you know who your credentialing specialist is, you can email that person directly.
Question	Who do I contact for contract-related issues/terminations?
Answer	NetworkServicesSupport@trilliumnc.org
Question	Who can I call for provider-related help?
Answer	Once you put in a NetworkServicesSupport@trilliumnc.org ticket with the issue, someone will reply to you either in the ticket or via telephone. Please do not call without a ticket reference number. Members who need assistance can call the Access Line at 1-877-685-2415. This line is for help to access services only; all other calls should use the Administrative/Business Line at 1-866-998-2597 between the hours of 8:30 am and 5 pm, M-F, excluding holidays.
Question	What should I do if I have an ethical concern?
Answer	On the Trillium website at https://secure.ethicspoint.com/domain/media/en/gui/34587/index.html , you can report ethical concerns related to providers or the MCO. These concerns can also be expressed through a hotline at 1-855-659-7660. You can also choose to remain anonymous.

Question	How do I report an issue regarding my HCBS assessment or get help with a HCBS assessment?
Answer	Contact Amber Byrum at amber.byrum@trilliumnc.org to help you resolve your HCBS issues.
Question	Who do I contact to get trained in NC SNAP or NC TOPPS?
Answer	Email NCSNAP@trilliumnc.org or NCtopps@trilliumnc.org
Question	How do I learn more about the requirements of Health Information Exchange (HIE)/NC Health Connex?
Answer	Go to the HIE information on our website at https://www.trilliumhealthresources.org/for-providers/electronic-health-records-and-health-information-exchange .
Question	Why can I not see my provider name/site in the dropdown when I am creating a TAR?
Answer	<ol style="list-style-type: none"> 1. The site/service is not currently in your contract; 1. You may have a Member Specific Agreement that does not include the member you are selecting.
Question	How do I find out what services and sites in my contract?
Answer	You can view your contract in Provider Direct by selecting the Admin tab at the top of your page. Go to Provider Management then click "select" by your main site address and you will see all services and contracted sites.
Question	How do I add employees to my agency/practice's ProviderDirect access?
Answer	When you are given a contract or Member Specific Agreement, you designate a System Administrator for ProviderDirect. This System Administrator can add or remove others' access for your organization. If the System Administrator(s) is no longer with your agency/practice, you can use the System Administrator Designee Request Form to designate a new one. This form can be found on our website at https://www.trilliumhealthresources.org/sites/default/files/docs/Provider-documents/Trillium_Provider_Direct_Systeme_Adm_Designee_Request_Form-080816.pdf . Follow the instructions on the form for submission.

Question	I am interested in contracting with Trillium. What do I need to do?
Answer	Trillium is a closed network but we frequently issue Requests for Proposals (RFPs) to planfully address our network needs. You can find those RFPs at https://www.trilliumhealthresources.org/for-providers/request-opportunities . Before applying, be aware that you must be set up properly in NC Tracks before obtaining a contract. RFP applications may not require NC Tracks approval before applying, however.
Question	Who do I contact regarding claims issues?
Answer	A Network Services Support ticket can be entered at NetworkServicesSupport!trilliumnc.org . Also, each provider has a Claims Specialist that can assist with problems submitting claims or understanding denials.
Question	How do I submit a TAR/upload clinical documents in ProviderDirect?
Answer	Please see the trainings available in ProviderDirect. Select the Training tab at the top of the page and then multiple trainings will appear, including Treatment Authorization Request (TAR) Training and Upload Files to MCO. Make sure to reference the Benefit Plan to determine what documents must be submitted. It is also important to thoroughly review the service definition to determine eligibilty for the service requested.
Question	Where can I find the Benefit Plan and related service definitions?
Answer	The Benefit Plan and service definitions can be found on our website at https://www.trilliumhealthresources.org/for-providers/benefit-plans-service-definitions .
Question	Where can I find the rates for various services?
Answer	Most service codes are available on our website at https://www.trilliumhealthresources.org/for-providers/billing-codes-rates-check-write-schedule .

Question	How can I receive Trillium communication updates?
	<p>Trillium recommends that providers sign up for communications by going to the bottom of our website, Sign Up for Our Newsletters, at https://visitor.r20.constantcontact.com/manage/optin?v=001y-OP6K5i7aVeYZJ-8Zu1QeJ9nuy4DoDNoggexzaAlZ4laeUWMESsL-RqOHO5fgXhe9rdg1EYvAmzltkhn0a8b9n095n6ee2zl55-7JgkG_4%3D. If you do not wish to receive communications this way, you still may view our communications on our website at https://www.trilliumhealthresources.org/for-providers/provider-communications.</p>
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Question	What do I do if our phone lines are down or we are temporarily unable to operate out of a contracted site?
	<p>Send an email to NetworkServicesSupport@trilliumnc.org as soon as possible, and provide alternate contact information or site.</p>

<p>Question</p>	<p>I have reviewed the LME-MCO Communication Bulletin #J316 that advises that all providers who receive public funds are required to submit incident reports. Does this apply to Level 1 incidents also? If so, are they reported in IRIS?</p>
	<p>You should do Level 1 incident reports, but they are on your own internal form and are to be kept internally. They do not go to the MCO. For further assistance with incident reports, please contact IncidentReporting@trilliumnc.org.</p>
<p>Question</p>	<p>Could you provide information for approved trainings for crisis prevention and intervention training?</p>
	<p>The link for approved trainings is: https://files.nc.gov/ncdhhs/documents/files/Approved-NCI-Curriculum--October-2018-.pdf. You can also create your own training and get it approved. The information about that can be found at https://www.ncdhhs.gov/providers/provider-info/mental-health/training-information/prevention-use-restraints-seclusion-training.</p>
<p>Question</p>	<p>Where do I get information on the Standard Plan vs. the Tailored Plan for the Medicaid transformation in NC?</p>
	<p>Go to the following link: https://www.ncdhhs.gov/assistance/medicaid-transformation</p>