



TALIORED PLAN UNIFIED CLAIMS PLATFORM ANNOUNCEMENT

Effective October 1, 2026, Trillium will transition to a unified claims system for Tailored Plan operations only. All providers of behavioral health, physical health, and long-term services and supports (LTSS) will submit claims through a single portal.

This adjustment **will not affect providers who hold an NC Medicaid Direct or State-funded only** contract with Trillium.

Currently, physical health and LTSS providers who deliver services to Trillium Tailored Plan members submit claims to Carolina Complete Health for payment. Beginning October 1, 2026, all claims for these services must be submitted to Trillium. This transition will enhance administrative efficiency, transparency, and accountability in claims processing and payment. Please note that the services you provide will not change — only the process for submitting claims will.

Trillium will soon share information on next steps and training opportunities to come. We will update providers through these emails and a [dedicated page](#) on our website. Please be sure to [sign up on this link](#) to remain updated on all launch activities.

DO NOT respond to this email. To ask questions about this matter, send a message using the questions form linked [form linked on our webpage](#). We will collect all questions to post in an FAQ.

