SPECIAL ANNOUNCEMENT
IMPORTANT: TRILLIUM CLAIMS AND CONTRACT CHANGES
ACTION REQUIRED

Carolina Complete Health & Trillium Health Resources—Provider Update and Upcoming Information Sessions

We are sharing an important update regarding Trillium Tailored Plan physical health services that will impact all physical health providers, including those contracted with Trillium through Carolina Complete Health.

What's Changing

Effective October 1, 2026:

- All claims for Trillium Tailored Plan members must be submitted directly to Trillium through a unified claims platform.
- Providers will no longer submit claims to Carolina Complete Health for these members.
- Some physical health authorizations must be submitted to Trillium through the new unified claims system portal. Some authorizations for specialty services will continue to be sent to Carolina Complete Health or other partners.

This change applies to Trillium Physical Health providers, regardless of current CCH participation. The only exceptions are NEMT and vision vendors. These claims will continue being processed by ModivCare and Centene Vision respectively.

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Contracting Update

- Trillium is transitioning to direct provider contracting via Clearlink Partners.
- Providers not contracted directly may continue under existing Carolina Complete Health agreements, with Trillium serving as payer. What this Means for You
- Claims and some authorizations must be submitted to Trillium beginning October 1, 2026.
- Your services remain the same, only submission processes change.
- Workflow and system updates will be required

Next Steps

- Attend the Trillium Physical Health Information Session on **June 23 or July 28** to learn more about the claim submission changes. Register Here
- Watch for contracting outreach from Clearlink Partners.
- Stay tuned for training and additional guidance.

Key Reminder

Even if you are contracted with Trillium through Carolina Complete Health, you must transition to submitting claims and some authorizations to Trillium for Trillium Tailored Plan members.

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