



**Trillium**  
HEALTH RESOURCES

## **SPECIAL ANNOUNCEMENT PROVIDER UPDATE: PREPARING FOR THE UNIFIED CLAIMS SYSTEM LAUNCH ON OCTOBER 1**

### **Important Training, Timelines, and Resources**

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.

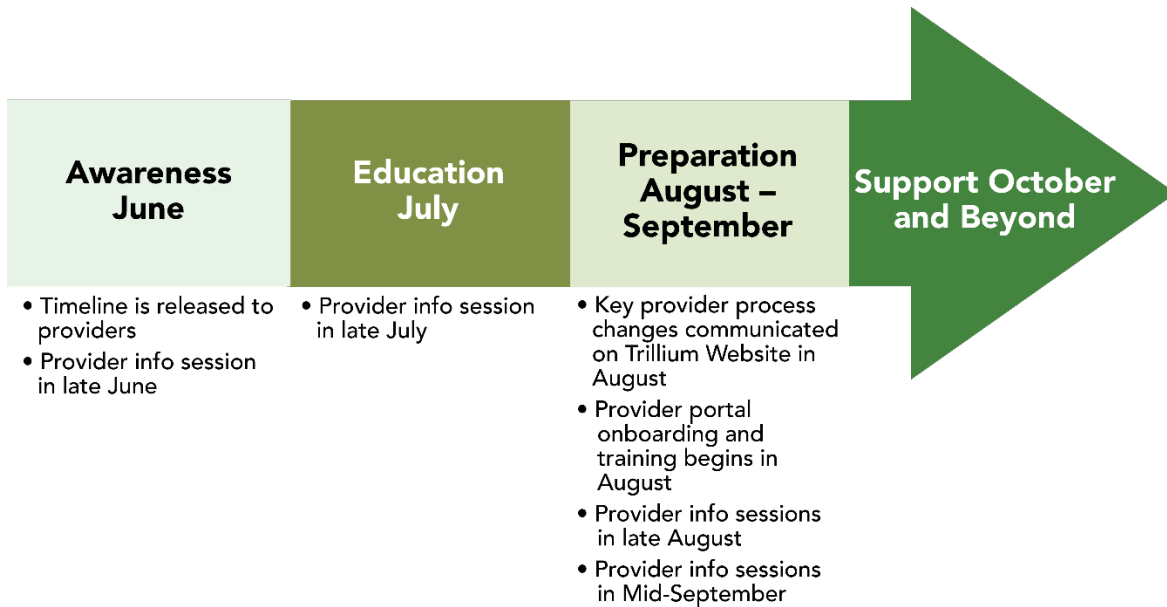
This adjustment will not affect providers who hold an NC Medicaid Direct or State-funded only contract with Trillium. Currently, physical health and LTSS providers who deliver services to Trillium Tailored Plan members submit claims to Carolina Complete Health for payment. Beginning October 1, 2026, all claims for these services must be submitted to Trillium. This transition will enhance administrative efficiency, transparency, and accountability in claims processing and payment. At this time, the primary change for providers is the way claims will be submitted.

We would like to remind providers about the Trillium Physical Health Information Session on June 23 or July 28 to learn more about the claim submission changes.

[\*\*Register Here\*\*](#)

Trillium will share information with providers in the months to come, including training opportunities, updated forms, and new links. We will ensure providers are supported during this change and beyond the launch. Please [use this link](#) to submit any questions you have during this process.

## Unified Claims System launch Timeline or Providers



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.

