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

FAQ and Reminder for Next Information Session

Thank you to all our attendees at the first information session on June 23. We received some thoughtful questions and have updated the frequently asked questions we posted on our website. We encourage all impacted providers to visit the FAQs and continue to submit questions for us to cover in the next information session on July 28.

Register Here **READ THE FAQ**

Below is a sample of some of the questions we have received. We received many questions about getting the content from this information session, and we will post slides on our website.

Question: Are physical health providers currently participating with Carolina Complete Health required to complete a direct contract with Trillium in order to continue seeing and billing for Trillium Tailored Plan members? Is the agreement being presented strictly for physical health participation and claims processing, or does it include behavioral health network participation requirements? Would signing this agreement create any behavioral health obligations or credentialing requirements for our practice? Are there any immediate actions required from our office at this time to avoid disruption in claims processing or network participation?

Answer: Physical health providers currently contracted with Trillium/Carolina Complete Health are strongly encouraged to sign a direct contract with Trillium Health Resources for physical health services, as Trillium is actively working to transition all providers to a direct contract. The transition to a direct Trillium contract will not change the services you provide to Trillium members.

This is part of the broader transition to the unified claims system launching on October 1, 2026. Once a provider signs a Trillium contract, the administrative relationship shifts to Trillium. This transition will allow Trillium to enhance provider relationships, streamline billing and paperwork processes, and better support your practice.

Trillium's new partner, Clearlink Partners, is focused on facilitating contracting with physical health and long-term services and supports (LTSS) providers. Clearlink Partners has begun reaching out directly to providers to help complete this process.

This transition does not create additional behavioral health service obligations, nor does it require participation in Trillium's behavioral health network beyond any existing contractual relationships you may already have. Providers with an existing Tailored Plan Behavioral Health Contract will continue to have access to the streamlined amendment option.

Learn more about contracting changes for the Trillium Physical Health Network.

Question: Do we have to participate if we bill through HHAexchange, and will HHAexchange still be used for EVV?

Answer: Services subject to Electronic Visit Verification (EVV) will need to be submitted through HHAeXchange. For Trillium Tailored Plan claims, providers will continue to use the Trillium EVV Portal with HHAeXchange.

Question: If we are already set up with Trillium through our Clearing House, will we need to change anything?

Answer: Effective October 1, 2026, all Trillium Tailored Plan claims except Non-Emergency Medical Transportation (NEMT), Vision, and Pharmacy (point-of-sale) claims can be submitted to Trillium by:

- **Clearinghouses**—New payer ID is 43072: Optum-Change HealthCare; The SSI Group; and Availity.
- **Direct 837:** Secure File Transfer Protocol (SFTP)
- **Direct Entry:** iTransact Portal
- **Paper Claims:** Trillium Health Resources, P.O. Box 240909, Apple Valley, MN 55124

If you are currently using a clearinghouse or third-party biller other than one listed above and wish to continue using them, you will need to provide them with the applicable Trillium Payer

ID so they may connect with one of the clearinghouses above. These changes must be completed by October 1 to bill Trillium for Tailored Plan claims.

Note: Claims can be successfully routed to Trillium through any clearinghouse that has a trading partner relationship with one of the approved clearinghouses listed above.

Question: What will the new Payer ID be?

Answer: Trillium Tailored Plan Payer IDs will be forthcoming.

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.