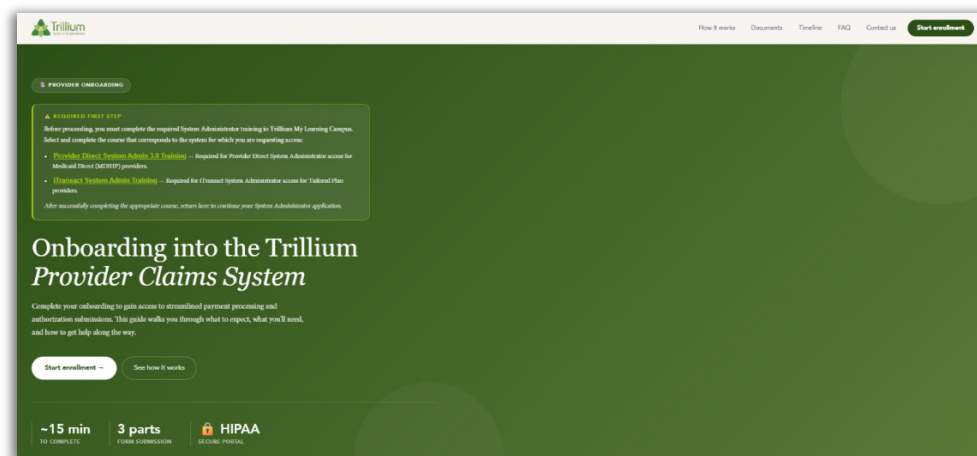




SPECIAL ANNOUNCEMENT PROVIDER UPDATE: ONBOARDING INTO THE TRILLIUM PROVIDER CLAIMS SYSTEM

On August 3, 2026, the new Trillium Tailored Plan unified claims portal will be available for providers to access. The new portal is called “iTransact.” We will also have a required System Administrator training that MUST be completed through the Provider My Learning Campus along with new finance forms to submit on our website.



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.

Attention System Administrators, Claims Billing Staff, and All-Staff with Access to Current Claims Platforms

To ensure that your organization can continue serving Trillium Tailored Plan members without any disruption in payment, providers with a Trillium Tailored Plan contract both for physical health and behavioral health will follow the steps below:

- Receive access to [My Learning Campus](#) and complete System Admin Training
- Complete the Provider Profile Readiness Form (accessible through MyLearning Campus) and receive portal access for iTransact
- Update clearinghouse information

- [Submit updated payment information](#), including W-9
- [Sign up for our emails](#)

Watch for an email from My Learning Campus (MLC). Beginning August 3, providers will receive an automated email notifying them of enrollment in the iTransact System Administrator training. Please check your inbox and spam or junk folder, and follow the instructions provided to access and complete the training.

Important Note: All contracted Trillium providers will be enrolled in iTransact System Administrator training to ensure that no Tailored Plan system administrator is overlooked. However, the iTransact system administrator training is required only for Tailored Plan providers. Medicaid Direct providers should complete the Provider Direct system administrator training instead.

Providers are encouraged to complete these steps by September 22 in anticipation of October 1 launch. Please visit the FAQ to review questions that have been submitted, and feel free to send any questions that have not been answered using the form below.

[Submit Questions Here](#)

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.

