



SPECIAL ANNOUNCEMENT FOR PROVIDERS

New Unified Claims Platform Trainings and Updated Resources on Our Website

According to our analytics, the webpage describing our new unified claims platform that launches on October 1, 2026, has been viewed more than 6,000 times. Are you one of those visitors?

If not, we wanted to share information about the upcoming trainings that will help guide you through the new platform. There are also additional information sessions scheduled that will help answer your questions. The FAQ is updated each week as well, so be sure to check that out for quick answers to your questions.

Billing staff using iTransact for authorization and claim submission are encouraged to take the following trainings:

- iTransact System Administrator Training
- iTransact Provider Portal Client Update and COB Add/Update
- iTransact Submitting a CMS1500 Claim
- iTransact Submitting a UB04 Claim
- iTransact Submitting a TAR

Upcoming Information Sessions: Register Today!

- [September 8](#)
- [September 17](#)
- [September 22](#)

On September 1, we also updated content on other pages that will be effective for the October 1 launch date:

- **Provider Manual:** Note that our current version is still in effect until October 1 and will remain posted until then.
- **Clinical Practice Guidelines:** New information for InterQual® Criteria
- **Provider Documents and Forms:** Some forms have been edited to reflect new guidance, and others have been removed.
- **Claims Billing Guide and Submission Protocol:** As with the Provider Manual, these will be effective October 1.

Provider Onboarding — Joining the Trillium Claims System

Complete your onboarding to gain access to streamlined payment processing and authorization submissions. This page walks you through what to expect, what you will need, and how to get help along the way. Remember that completing these steps will help ensure payments for Trillium Tailored Plan services to members after October 1!

DO NOT respond to this email. To ask questions about this matter, send a message to TP.Finance@TrilliumNC.org. We will respond as promptly as possible.

