



SPECIAL ANNOUNCEMENT FOR PROVIDERS PREPARING FOR THE UNIFIED CLAIMS SYSTEM LAUNCH ON OCTOBER 1

Checklist and Remaining Information Sessions

Have you finished your checklist ahead of Trillium's new unified claims platform launch? To ensure that your organization can continue serving Trillium Tailored Plan members without any disruption in payment on October 1, all providers with a Trillium Tailored Plan contract needs to follow the steps below:

1. Receive access to [MyLearningCampus](#) and complete [System Admin Training](#), the required course covering the administrator role, security, users, and support
2. Complete the [Provider Onboarding Process](#) (accessible through [MyLearning Campus](#)) and submit the required information to receive portal access for iTransact, our new unified claims system.
3. Complete any additional [role-based iTransact](#) training released before go-live on how to use the new system
4. Update [clearinghouse information](#) with your EMR or clearinghouse
5. [Submit updated payment information](#), including W-9

Note: If you use a third-party biller, they are not eligible to access iTransact. Organizations may designate more than one administrator. Serving as a Provider Direct administrator does not automatically provide iTransact access; the separate iTransact training and onboarding requirements still apply.

Unsure if you need to take action? Please refer to your contract to confirm Tailored Plan participation and/or reach to the authorized signator at your agency. [Click here to learn more about Tailored Plan](#). This change affects **both behavioral health and physical health** Tailored Plan providers.

Providers are encouraged to complete these steps by September 22 in anticipation of the October 1 launch to avoid payment delays. Providers with physical health, behavioral health, or both services on their contracts need to complete these steps.

FAQ: I have submitted the provider onboarding form but need to make changes or send updated information. What should I do?

[Please submit a ticket here for further assistance](#)

I have submitted the provider onboarding form. What are my next steps?

Make sure that you have submitted an updated payment information; Trillium does not utilize Payspan for electronic payments.

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](#)

Are there any steps I should take on October 1?

System administrators should log into iTransact and set up all other users, including IT and billing staff. Access will allow users to view and submit claims, as well as authorizations.

Upcoming Information Sessions: Register Today!

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

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

