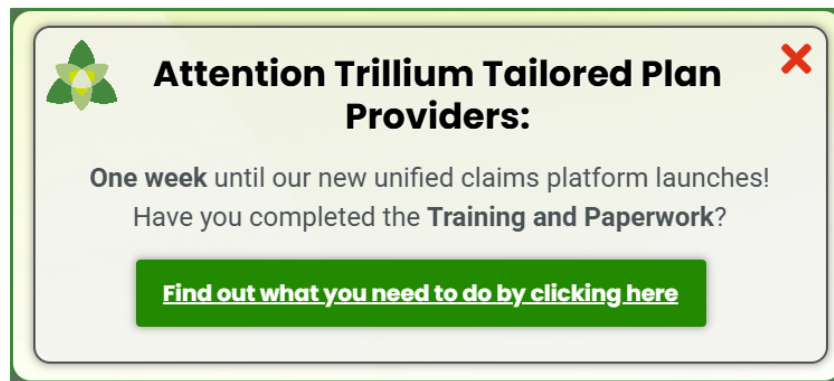




SPECIAL ANNOUNCEMENT FOR PROVIDERS ATTENTION TRILLIUM TAILORED PLAN PROVIDERS: ARE YOU READY FOR OCTOBER 1?

If you have visited our website, logged into Provider Direct, or received an email from Trillium lately, you have hopefully seen some of the many reminders of the October 1 deadline for our new unified claims platform. We had given a September 22 deadline for Trillium Tailored Plan providers (for behavioral or physical health services) to complete all necessary paperwork and system administrative trainings ahead of the launch. Thank you to the providers who have already completed this work to prepare for this transition.



All system administrators, claims billing staff, and all staff with access to current claims platforms must visit links below to ensure that your organization can continue serving Trillium Tailored Plan members after October 1. Any providers who do not complete these steps risk delayed payments after October 1.

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, the new unified claims portal.
3. Complete any additional [iTransact training](#) released before go-live on how to use the new system for claims and authorization submission.
4. Update [clearinghouse information](#).
5. Submit [updated payment information](#), including W-9

Note: Third-party billers are not eligible. Having access to Provider Direct, our current portal, does not transfer over to iTransact, the new portal. Trillium will continue using Provider Direct for NC Medicaid Direct and State-funded services after October 1. This adjustment will not affect providers who hold an NC Medicaid Direct or State-funded only contract with Trillium.

If you still have questions, please [review our FAQ](#) that is updated weekly. If your question has not already been answered, [feel free to submit it here](#). We have also posted all the slide decks from [our past information sessions](#), including our most recent one on September 22, here.

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.

