



SPECIAL ANNOUNCEMENT

ITRANSACT LAUNCHED OCTOBER 1: UPDATES AND TIPS TO ASSIST PROVIDERS

Payment Update

Due to an unexpected processing delay associated with our new claims payment system, payments scheduled for October 8 have been delayed. Payments are expected to be deposited into provider bank accounts today, October 9. We apologize for the inconvenience and appreciate your patience as we complete this transition.

iTransact Launched October 1: Updates and Tips to Assist Providers

***We have noticed many providers who have not yet completed the required trainings and paperwork for iTransact. [Please visit the link](#) to complete the following steps.

What should I do once I have completed onboarding?

Log into iTransact to set up additional users. On the Vendor's Preference Page, the System Administrator must choose the **same NPI that was used during the initial registration** in the section titled **Select a Provider**. Once the correct NPI is selected, user roles can be added without issue. Users will then receive an automated email, prompting them to click the link. It will take them to the iTransact login page, where the username auto-populates. They will need the temporary password established by the system administrator, or they can use the forgot password feature.

In addition, there are helpful trainings to explain how to use iTransact. Share this information with billing staff and others who will be using the iTransact portal. They can be completed on the Provider My Learning Campus through the links below:

- [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](#)

For Providers who still need assistance through the new onboarding process, we are holding a special live provider onboarding information session on October 13.

[Register Here](#)

We will also host an open office hours session, focusing on claims and authorization submission, on October 20.

[Register Here](#)

Tips to Assist Providers

As a reminder, new guidance and documents are on pages below. Please update any bookmarks or saved documents:

- [iTransact](#)
- [Claims](#)
- [Authorizations](#)
- [Providers Toolkit](#)

Unsure of your onboarding status, struggling with access to iTransact, or have issues with SFTP setup? Contact us

- [Notification: Claims submission guidance for Tailored Plan Medicaid, Medicaid Direct, and State-Funded services](#)
- [Tips for submitting authorizations](#)

DO NOT respond to this email. Questions about new unified claims system? Please reach out to Network Services at NetworkServicesSupport@TrilliumNC.org, or the Provider Support Service Line at 1-855-250-1539.

