



Trillium
HEALTH RESOURCES

SPECIAL ANNOUNCEMENT iTRANSACT LAUNCHED OCTOBER 1: UPDATES AND TIPS TO ASSIST PROVIDERS

As to be expected, now that iTransact is live and providers have started using the new platform we have seen an increase in reports from providers about general issues and specific user situations. Thank you to the providers who have submitted tickets, called our Provider Support Service Line, and attended the open office hours session last week.

Based on this need, we are cancelling the office hours originally scheduled for October 20. Our staff will use this time to resolve the issues that have been reported. Thank you for your patience as Trillium continues to make improvements to our systems and processes that allow us to better serve our provider network.

Unsure of your onboarding status, struggling with access to iTransact, or have issues with SFTP setup? [Contact us](#).

Known Issues Tracker

Now that iTransact has launched, we have paused the FAQ that we had been updated weekly. We will continue updating the [Known Issues Tracker](#) on our website accordingly, so we encourage you to check that ahead of submitting a new ticket to check if Trillium is already addressing the issue.

Are You Prepared to Receive Payments from Trillium?

Trillium requests updated W-9 information from Tailored Plan providers. [Please use this link to learn more](#).

Note: If you are already set up to receive EFT with Trillium, you do not need to complete these steps if the Federal Tax ID is the same in both systems and your banking information has not changed.

Authorization Tips of the Week

Inpatient Authorization Requests

Trillium would like to remind providers that when requesting an inpatient submission to please request under the 0100-revenue code.

Copy Treatment Authorization Request (TAR) Feature

Please note that the *Copy TAR* feature will currently let you re-request a service that previously required Prior Authorization (PA) but has since become No Prior Authorization (NPA). If you are unsure if a service still requires PA, please use either the iTransact *Authorization Lookup* tab or the *PA Lookup* page on Trillium's website to verify the service's PA status.

Specialty Services

Trillium has implemented **Flexibilities** beginning **October 1, 2026**, through January 4, 2027. During this period, no **prior authorization is required for outpatient specialized services**, including:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Audiology Therapy

Reminder: Claims and Authorization Submission

Providers may continue using [Availity Essentials](#) to look up historical claims that were submitted to Carolina Complete Health prior to October 1, 2026. The following services should also continue to be submitted through Carolina Complete Health utilizing Availity Essentials or the applicable Carolina Complete Health authorization process:

- Durable Medical Equipment (DME), including orthotics, prosthetics, and hearing aid services
- Personal Care Services (PCS)
- Private Duty Nursing
- Home Health
- Hospice
- Transplants and CAR-T Cell Therapy

For more information, please review this past communication from Carolina Complete Health: [SPECIAL BULLETIN: Trillium Claims and Authorization Reminders](#).

Website Updates

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

- [iTransact](#)
- [Claims](#)
- [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.

