



Trillium
HEALTH RESOURCES

SPECIAL ANNOUNCEMENT

Provider Payment Update

I Due to an unexpected processing delay associated with our new claims payment system, providers may notice that their scheduled payments have not been deposited as early as usual today, October 22.

We anticipate that payments will be deposited into provider bank accounts later today.

We apologize for the inconvenience and appreciate your patience as we complete this transition.

Errors & Issues

Claims Submission NPI Error

If you receive the error message, "The rendering/attending provider taxonomy is not associated with the attending/rendering provider NPI on this claim," you may be trying to submit a claim through the wrong entity. Providers billing a clinician-based service should use the NPI of the rendering provider and not the NPI of the agency.

Known Issues Tracker

Questions about other system errors? 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.

Accessing Support

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

Missing our phone calls? Trillium numbers can sometimes be identified as "Potential Spam," "No Caller ID," or "Block" from 888-735-9151. Please check with your carrier or IT department to ensure that return calls are not being blocked.

Action Required: Submit Financial Forms

If your organization is a physical health provider that began participating in Trillium's network through CCH and has not completed a separate contracting process directly with Trillium, you must submit the required financial forms directly to Trillium as soon as possible.

Submit your forms here: [Trillium Provider Setup Form](#)

Why Is This Required?

When your organization joined Trillium's network through its existing agreement with CCH, your financial documentation was not provided to Trillium, including required documents such as the W-9 form. Trillium needs this information to complete your provider financial setup and process payments.

Important: Impact on Payments

To avoid payment delays, please complete this requirement by 11/6/2026.

Who Does Not Need to Take Action?

Tailored Plan behavioral health providers do not need to submit financial forms. These providers are already contracted with Trillium, and no additional financial documentation is required at this time.

Questions or Need Assistance?

If you are unsure whether this requirement applies to your organization or need help completing the forms, Trillium's Vendor team is available to assist.

Email: TP.Finance@TrilliumNC.org

Thank you for your prompt attention to this matter and for your continued partnership in serving our members.

Authorization Tips of the Week

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

Authorization Attachment File Size Limit

The iTransact portal has a 12 mb file size for attachments. If you see this message when trying to attach a file, it is too big. Please decrease the size of the file by removing pages, zipping the file, or breaking the file into pieces in order to attach the necessary information.

Claims Denials and Pending Claims: Provider Hardship Payments

The Provider Hardship Form is used to request consideration for a hardship payment advance when a provider is experiencing a significant, temporary reduction in BH I/DD Tailored Plan claims payments due to circumstances beyond the provider's control. For more information and to request a hardship payment, see the [Billing and Claims page on our website](#).

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.

