



URGENT

NOTIFICATION FOR PROVIDERS

Attention ALL Providers

Trillium Health Resources is aware of the [security issue with Change Healthcare](#). Due to this issue, we have temporarily paused all claim submissions through this clearinghouse.

Until this issue is fixed by the vendor, providers will need to use one of the following options for submitting claims to Trillium (**including legacy Sandhills and Eastpointe for claims prior 2-1-24 consolidation**):

New Trillium Claims Submission Options

1. Trillium's provider portal, Provider Direct
2. Submittal of paper claim
3. The other approved clearinghouse, The SSI Group

Providers who wish to submit a paper claim can be mailed their claims to the following address:

**Trillium Health Resources
PO Box 240909
Apple Valley, MN 55124**

Please visit the following link for more information: trilliumhealthresources.org/for-providers/provider-documents-forms

Providers who wish to connect with Trillium's other approved clearing house, The SSI Group, can visit thessigroup.com for more information.

Please use **payer ID 43071** to connect with The SSI Group.

Please view the Billing, Claim Editing, SNIP Editing, and Clearinghouse Requirements section of the [Provider Manual](#) for additional information.

1/31/24 and Prior Claims

Eastpointe

Providers can utilize iTransact provider portal to submit claims or can submit paper claims following existing processes.

EastPointe Claims Department
PO Box 14552
Lexington, KY 40512

Sandhills

Providers can utilize the Alpha Provider portal to submit claims or submit paper claims following existing processes.

DO NOT REPLY to this email, as this is an unmonitored email address. If you have any questions please send an email to IT.Support@TrilliumNC.org.

**URGENT NOTIFICATIONS FOR NETWORK
PROVIDERS**

