



URGENT

NOTIFICATION FOR PROVIDERS

Attention ALL Providers

Due to the ongoing situation with ChangeHealth (Please view [Urgent Notification](#) sent Feb. 23 for more information.)

As a way to help providers during the continued ChangeHealthcare outage, Trillium has taken steps to ensure all providers can access 835 Remittance.

Providers who typically use ChangeHealth as a clearinghouse will be able to access 835s through Trillium's Provider Direct.

Files are easily found under Menu Item ► "File Transfers" ► "View File Repository from MCO."

835 files will have "og835" at end of filename.

Files targeted to be available 12 p.m. on Tuesday, March 5.

Please continue to use the existing process for submitting claims until further notice from Trillium.

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](#)

