



URGENT

NOTIFICATION FOR PROVIDERS

Attention ALL Providers

This is an updated notification based on the ongoing 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 with Dates of Service 1/31/24 and prior):

Alternative Claims Submission Options for Trillium claims, as well as Eastpointe / Sandhills legacy claims:

- 🌱 Provider Portals
- 🌱 Submittal of paper claim
- 🌱 Through The SSI Group – additional approved clearinghouse

FOR TRILLIUM CLAIMS WITH DATES OF SERVICE 2/1/2024 AND AFTER:

Trillium Option 1 – Provider Direct Provider Portal:

- 🌱 Providers can utilize the Provider Direct Provider Portal to submit claims at: ncinno.org
- 🌱 When using this option, please be sure to *update the Provider Payer ID to 43071*.

Trillium Option 2 – Submit via Paper Claim:

- 🌱 Providers who wish to submit a paper claim can mail their claims to the following address:

Trillium Health Resources
PO Box 240909
Apple Valley, MN 55124

Trillium Option 3 – Submit via The SSI Group (approved clearinghouse):

- 🌱 Providers who wish to connect with Trillium’s additional approved clearinghouse, The SSI Group, can visit thessigroup.com for more information.
- 🌱 Please use **Payer ID 43071** to connect with The SSI Group. For Eastpointe Claims with Dates of Service 1/31/24 and Prior:

Eastpointe Option 1 – iTransact Provider Portal:

- 🌱 Providers can utilize the iTransact Provider Portal to submit claims at: epitransact.com/HSP/iTransact/Logon/Logon.aspx

Eastpointe Option 2 – Submit via Paper Claim:

- 🌱 Providers who wish to submit a paper claim can mail their claims to the following address:
Eastpointe Claims Department
PO Box 14552
Lexington, KY 40512

Eastpointe Option 3 – Submit via The SSI Group (approved clearinghouse):

- 🌱 Providers who wish to connect with Eastpointe’s additional approved clearinghouse, The SSI Group, can visit thessigroup.com for more information.
- 🌱 Please use **Payer ID 08044** to connect with The SSI Group.

FOR SANDHILLS CLAIMS WITH DATES OF SERVICE 1/31/24 AND PRIOR:

Sandhills Option 1 – Alpha Provider Portal:

- 🌱 Providers can utilize the Alpha Provider Portal to submit claims at: alphaplusshc.com/login

Sandhills Option 2 – Submit via Paper Claim:

- 🌱 Providers who wish to submit a paper claim can mail their claims to the following address:
Sandhills Claims Department
PO Box 9
West End, NC 27376

Sandhills Option 3 – Submit via The SSI Group (approved clearinghouse):

- ▲ Providers who wish to connect with Sandhills' additional approved clearinghouse, The SSI Group, can visit thessigroup.com for more information.
- ▲ Please use **Payer ID SHC30** to connect with The SSI Group

PLEASE VISIT THE FOLLOWING LINK FOR MORE INFORMATION:

TrilliumHealthResources.org/for-providers/provider-documents-forms

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

If a hardship request is needed, this can be requested by emailing TrilliumFinance@TrilliumNC.org. The email should include the Provider Name, Provider NPI(s), the reason for the hardship request, and the amount being requested. Finance will review the request, research historical claims, and correspond as needed. Hardship requests may take up to 10 business days to process.

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

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

