



# Urgent Notification

## for Providers

### Trillium Would Like to Make you Aware

Dear AMH/PCP Partner,

Due to a system error identified earlier this month, certain future dated PCP assignment information was reflected incorrectly. There is no impact to current month assignment and neither members nor providers should experience any assignment disruption. Trillium is actively working to resolve the issue and expects to complete the fix by March 10. This is a courtesy notice to advise providers of this error and following awareness items:

Awareness Items:

- 1. AMH/PCP Enrollee Report (March 9):** The AMH/PCP Enrollee Report available on Monday, March 9, may show an assignment end date this month (3/31/26) for the affected members' current assignment. Please disregard this end date. The report continues to accurately reflect current month member attribution. The next monthly report will correctly show assignment end dates.
- 2. Member ID Cards and Notices:** These inaccurate assignment end dates were identified before any impacted members would receive communications related to PCP assignment change. Members will not be impacted and will not receive any communications as a result of the system error.
- 3. NCTracks Portal:** NCTracks currently reflects inaccurate (i.e., different PCP) effective 4/1/26. Once the issue is fully resolved, NCTracks will no longer reflect this incorrect assignment for impacted members.

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](mailto:IT.Support@TrilliumNC.org)

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

