



URGENT

NOTIFICATION FOR PROVIDERS

PROVIDER DIRECT 5.2 SYSTEM

Trillium Health Resources would like to make you aware:

On Thursday, March 19, 2020, we will be doing updates to the Provider Direct 5.2 system from 5-6 p.m. There may be system downtime during these updates, so we ask that you please plan accordingly. This service outage supports Trillium's IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours.

Thank you for your patience while we continuously work to improve and develop Provider Direct.

NC MEDICAID SPECIAL BULLETINS COVID-19

Special Bulletin #3: Recent Updates

We know these are challenging times and are grateful for the continued support of our partners across the state. As a reminder, please regularly check the DHHS website, ncdhhs.gov/coronavirus, for the latest information. There is a wealth of information there and our team is working around the clock to make it as user-friendly as possible.

[More about Bulletin #3](#)

Special Bulletin #2: General Guidance and Policy Modifications

NC Medicaid is committed to ensuring our beneficiaries continue to receive Medicaid and NC Health Choice services with no interruptions or delays due to the novel coronavirus (COVID-19) outbreak. This includes making it easier for health care providers to deliver Medicaid services by temporarily modifying certain policy conditions and expanding coverage to include additional forms of clinical service. These changes are designed to both facilitate access for patients experiencing COVID-19 symptoms and to limit close contact for routine care, particularly for those at higher risk of severe illness. Additionally, it is critically important to keep our health care workforce accessible to provide care in creative ways due to prolonged quarantines following exposures.

Included topics covered by this bulletin are:

- Home Visits
- Copays
- Virtual Patient Communications
- Federally Qualified Health Centers and Rural Health Centers
- ICD-10 Diagnosis Codes
- Pharmacy: Temporary Flexibilities
- Durable Medical Equipment: Temporary Flexibilities

[More about Bulletin #2](#)

