



URGENT

NOTIFICATION FOR PROVIDERS

COVID-19 FAQ and TELEPHONIC CODES

Trillium is in the process of adding the new telephonic codes approved by DHHS in applicable contracts. If any provider bills these codes prior to them being loaded in the contracts, the claims will deny and you will need to submit replacement claims once they are loaded. All codes should be loaded in appropriate contracts by close of business on Thursday, April 2 and you will have the ability to bill back to the approval date of March 10. Thank you for your patience.

Trillium has posted and will continuously update our new [Frequently Asked Questions](#) dedicated to the Coronavirus outbreak. Questions about billing, requesting supplies, staffing, and more have currently been answered and shared to our website.

