



URGENT

NOTIFICATION FOR PROVIDERS

Attention All Providers

INCREASE IN DENIALS

Trillium has noticed an increase in denials for “Invalid Service or Service Discontinued”. We would like to remind providers that with the ending of the Public Health Emergency (PHE) on 5/11/2023 for beneficiaries with Medicaid and B3 services, the Temporary Disaster Codes CR and GT CR also ended for these beneficiaries. The Temporary Disaster Codes will remain in effect for beneficiaries on the Innovations Waiver until 11/11/2023. Please reference Clinical Communication Bulletin 033 dated March 22, 2023 as well as the Urgent Notification sent on 5/10/2023. All Communications can be found on our website on [Provider Communications](#). If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

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

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)

