



URGENT

NOTIFICATION FOR PROVIDERS

Attending NPI and Taxonomy Enhancements

Effective September 24, 2020, Trillium will be enhancing our Attending NPI edits to support claim processing accuracy and reduce the number of denials received by providers. In addition, this enhancement may also reduce provider recoupments along with provider time and resources in claim denial research and follow-up related to missing provider associations.

The Remittance Advice (RA) reason codes and descriptions that you may see associated with this enhancement are:

Reason Code	Claim Status	Reason Code Description
#1281	Pend	Pended for Attending provider NPI does not exist or is not active.
#1284	Deny	Attending provider NPI does not exist or is not active.
#1282	Pend	Pended for Attending provider NPI is not associated with the Billing Provider selected on claim.
#1283	Deny	Attending provider NPI is not associated with the Billing Provider selected on claim.

An additional enhancement to also assist in decreasing denials and ensuring association between the Attending Provider and Taxonomy will be in an upcoming release. A communication with the implementation date for this enhancement will be published at a later date.

Another way to reduce claim denials is to (1) verify the Attending NPI is enrolled in NCTracks, (2) verify the Attending NPI is Active in NCTracks with a current Medicaid Health Plan and appropriate taxonomies, (3) verify the Attending NPI is associated with the Billing NPI in NCTracks and (4) verify the Attending NPI and Taxonomy codes have been associated to the Billing NPI with Trillium.

To add or associate an Attending NPI or Taxonomy code, please reach out to Trillium's Network Department at NetworkServicesSupport@TrilliumNC.org or, by completing the **Request To Add Licensed Practitioner** form found at: <https://www.trilliumhealthresources.org/sites/default/files/docs/Provider-documents/Credentialing/Trillium-Add-Licensed-Practitioner.pdf>.

If corrections are needed at NCTracks, please contact NCTracks at 1-800-688-6696 or NCTracksprovider@nctracks.com.

If you have any questions or concerns about the upcoming improvements, please contact your Claims Specialist by calling 866-998-2597 or emailing Claims2@TrilliumNC.org.

