



# URGENT

## NOTIFICATION FOR PROVIDERS

### ATTENTION PROVIDERS

Trillium Health Resources is aware of an issue that occurred on 10/08/2024 with the Provider Enrollment File (PEF) file load. This issue caused an incorrect denial including:

- 🌱 1302–Provider not enrolled in active health plan status for Billing NPI on date of service.
- 🌱 1305–Provider not enrolled in active health plan status for Attending NPI on date of service.
- 🌱 1308–Provider not enrolled in active health plan status for rendering NPI on date of service.

Trillium will be reprocessing these claims. At this time, no action is needed from the providers.

**DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please contact: [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org)**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

