



# URGENT

## NOTIFICATION FOR PROVIDERS

### Covid-19 Flexibilities

#### Attention

Trillium would like to remind all Providers that per [Network Communication Bulletin #123](#), several services provided under the COVID-19 flexibilities are eligible for a rate enhancement that requires providers to pay overtime for staff when other staff cannot work due to COVID-19, OR due to paying direct care staff a higher rate for hazard pay during this event. For providers to receive the rate enhancements, the service codes must be billed with the CR modifier. These rate enhancements are retroactive back to July 1, 2020 and for claims already submitted to Trillium, replacement claims will need to be filed to receive the enhanced rate.

Replacement claim instructions can be found on the Trillium website at [www.trilliumhealthresources.org](http://www.trilliumhealthresources.org). Look under For Providers > Documents and Forms > Claims/Finance Information & Forms > Replacement-Voided-Denied Claims Process.

Please refer back to the [Network Communication Bulletin #123](#) for specific services impacted.

If you have any claims related questions please send email to [Claims2@TrilliumNC.org](mailto:Claims2@TrilliumNC.org). For any rate related questions please submit email to [RATESFinance@TrilliumNC.org](mailto:RATESFinance@TrilliumNC.org)

---

