



Transforming Lives. Building Community Well-Being.

Clinical Communication Bulletin 58

To: All Trillium Providers
From: Cindy Ehlers, Chief Operations Officer
Date: **June 1, 2024**
Subject: Authorizations and Claims submission for Tailored Plan launch on July 1, 2024

AUTHORIZATIONS AND CLAIMS SUBMISSION FOR TAILORED PLAN LAUNCH ON JULY 1, 2024

Trillium's Authorization and Claims Submission Protocol for Tailored Plan (July 1, 2024 forward) mirrors the current Authorization and Claims submission for Medicaid Direct claims submission process for our providers.

For all members that transition to Tailored Plan July 1, 2024, providers will

- Submit physical health authorizations (if required) and the claims to our partner, Carolina Complete Health.
- Submit the behavioral health, I/DD, and TBI authorizations (if required) and the claim to Trillium.

For all members that remain in or transition to Medicaid Direct July 1, 2024, providers will

- Continue to submit the physical health authorizations (if required) and claims to NCTracks via NC Medicaid.
- Continue to submit the behavioral health, I/DD, and TBI authorizations (if required) and claims to Trillium.

Please see the link on our website for the full [Claims Submission Protocol](#) for Tailored Plans

Thank you for your attention to this communication. All questions related to this Clinical Communication Bulletin can be sent to UM@TrilliumNC.org. Questions will be responded to as quickly as possible.