

Transforming Lives.
Building Community Well-Being.



What if your provider is Out of Network (OON)?

Tailored Plan



What can I do if my provider, doctor, or specialist is not in Trillium's network?

- 🌱 Ask your provider if they can see you as an out-of-network provider or if they can join the Trillium network. The provider can contact Trillium to get out-of-network approval.
- 🌱 You can ask your doctor for a referral to a specialist or doctor in Trillium's network.



You can also choose another provider in the network by:

- 🌱 Calling Trillium's Member & Recipient Services at **1-877-685-2415** or for TTY, dial **711**.
- 🌱 Searching the Trillium Provider Directory: trilliumhealthresources.org/provider-directory
- 🌱 Searching the NC Medicaid Provider and Health Plan Lookup Tool for a list of specialists and doctors: ncmedicaidplans.gov/en/find-provider
- 🌱 Calling Enrollment Broker at **1-833-870-5500** (TTY: **1-833-870-5558**) or RelayNC.com. The call is toll-free. Hours of Operations: 7 a.m. to 5 p.m.
- 🌱 **Review** the Tailored Plan Medicaid Member Handbook at: TrilliumHealthResources.org/members-recipient



If my provider is out of Trillium's network, what can my provider do to help me?

- ♻️ Your provider can get an out-of-network Single Case Agreement. They can also join the Trillium network. Providers can learn more at: TrilliumHealthResources.org/contracting-trillium
- ♻️ The provider can call the **Provider Support Service Line 1-855-250-1539** or email NetworkServicesSupport@TrilliumNC.org and ask to contract with Trillium.
- ♻️ Providers can help you find a provider in Trillium's network by calling Trillium at **1-877-685-2415** or the **NC Medicaid Enrollment Broker at: 1-833-870-5500.**



If my provider is out of Trillium's network, what can my provider do to help me?

- ❁ Provider can also help you search for another provider in the network in Trillium's **Provider Directory**:
trilliumhealthresources.org/provider-directory.
- ❁ The provider can help you search for another primary care provider in the **Enrollment Broker Directory**:
ncmedicaidplans.gov/en
- ❁ There are protections for transitions of care through September 20, 2024. During this time, we encourage out of network providers to contract with Trillium. More information:
medicaid.ncdhhs.gov/blog/2024/06/03/flexibilities-ease-provider-administrative-burden-tailored-plan-launch.



How can Trillium help me?

- ♻️ Trillium will follow rules from North Carolina Department of Health and Human Services. We will make efforts to contact member's doctors and specialist to add them into our network.
- ♻️ **For Physical Health:**
Trillium staff will contact providers for completing contracts.
- ♻️ Trillium has an open network for physical health providers, including PCPs. These means we will contract with any physical health provider who wants to serve members as long as they meet certain rules. We want to make sure our network meets your needs.
- ♻️ A physical health provider can use the Contract Request Form below. We work with Carolina Complete Health to build the physical health provider network:
network.carolinacompletehealth.com/join-cchn/contract-request-form.html



How can Trillium help me?

- 🌱 **Behavioral Health:**
Trillium maintains a closed network for behavioral health. We post any available opportunities for new providers on our website. If a provider is interested in contracting, they can call our Provider Support Service Line: **1-855-250-1539** or email NetworkServicesSupports@TrilliumNC.org



What can you do if the provider will not see you—if they are out of network?

- ❁ You can call Trillium's **Member & Recipient Services** at **1-877-685-2415** or for TTY dial **711**.
- ❁ You can ask them to read the Flexibilities to Ease Provider Administrative Burden at Tailored Launch from NC Medicaid: medicaid.ncdhhs.gov/blog/2024/06/03/flexibilities-ease-provider-administrative-burden-tailored-plan-launch

