

Questions & Answers

1. Will Community Living Facilities and Supports be available to members after 12/31/2024?

Yes, this service is not going away.

To learn more about ILOS, please visit Trillium's webpage: [In Lieu-of Services](#)

2. Are we reaching out to physicians and explaining that they will be reimbursed for treatment during this time?

The Department and Trillium have provided communication to our network regarding the flexibilities in place.

3. Will the slides be dispersed to the attendee's today or will they be available on Trilliums Website to go back and revisit the recording today for those who missed it?

FAQ will be available. Sessions are not recorded

We will post completed Q&A on this page: [Tailored Plans Information For-Providers](#)

4. Are we reaching out to the PR Staff listed for our agency for claims questions/issues with denials?

Please submit a ticket to the Trillium Claims Team by submitting an email to ClaimsSupport@trilliumnc.org. Please include 'Provider Office Hours' in the subject line in the email and please also include, the name of your agency, NPI, Tax ID, summary of your issue, and return contact information.

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- 5. If we have submitted physical claims to Trillium, how do we receive payment if it has not come through Carolina complete or Trillium, but we can see the claim paid on the Trillium portal?**

Submit a ticket to the Trillium Claims Team by submitting an email to ClaimsSupport@TrilliumNC.org. Please include 'Provider Office Hours' in the subject line in the email and please also include the name of your agency, NPI, Tax ID, summary of your issue, and return contact information and we will get you connected with a representative.

- 6. Question. We have patients with Medicaid Carved Out Plan do we send claims to Carolina Complete?**

NC Medicaid Fact Sheet Carve Out: [Fact Sheet Services Carved Out NC Medicaid Managed Care](#)

- 7. How do PCS providers submit claims for PCS for members who transitioned to TP? Providers cannot submit the claim in HHA without the PA attached.**

[Personal Care Services](#)

- 8. Where is the best place to get eligibility info? We have a patient that is showing their tailored is Trillium in NC Tracks, but our EHR and the Trillium Portal are not showing active.**

Submit a ticket to claims support email address (ClaimsSupport@TrilliumNC.org) indicate this is from the Provider Office hours.

- 9. When we have an Outpatient claim with lab charges only with a primary Behavioral health diagnosis listed. Would the claim need to be submitted to Trillium Behavioral Health or Physical Health?**

Please submit a ticket to the Trillium Claims Team by submitting an email to ClaimsSupport@TrilliumNC.org. Please include 'Provider Office Hours' in the subject line in the email and please also include, the name of your agency, NPI, Tax ID, summary of your issue/scenario including taxonomy codes, billing codes/revenue codes, primary dx, etc., and return contact information.

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10. Are PT/OT prior auth's requested through CCH website?? Or through the Trillium "Physical Health" prior auth portal??

For Trillium TP members, you can request authorizations for PT/OT/ST through the Trillium Physical Health Portal: <https://provider.trilliumhealthresources.org/> Right now, Trillium has a No Prior Auth period in place through 9/30. PT/OT for Innovations will continue to be billed through Trillium as BH.

11. Do we need to "contract" with Trillium if we are only submitting Physical claims for Trillium through Carolina Complete??

Yes, you will need a TP contract with Trillium. If already contracted with CCH you may be able to add an addendum.

12. how do we receive payments from Trillium?

Submit a ticket to claims support email address-indicate this is from the Provider Office hours.

13. Just to quickly clarify, this Carolina Complete Health physical claims address and payor ID is going to be different than what we have been filing to prior to 7/1 since that was the CCH standard plan?

The payor ID is still the same, the address is different.