



## Network Communication Bulletin #355

**To:** All Providers  
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VP of Network Management  
**Date:** July 3, 2024  
**Subject:** Tailored Plan Launch Update

### **NEW NOTICE: TAILORED PLAN LAUNCH UPDATE**

Due to Tailored Plan launch, Trillium is experiencing a higher volume of calls and tickets. We value each of you and are working diligently to respond as quickly as possible. We appreciate your patience during this time.

Trillium has discovered a system error that is impacting Tailored Care Management and Healthy Opportunity Pilot (HOP) claims. Trillium is working diligently to resolve this issue and any affected claims will be reprocessed once the issue is resolved. Providers do not have to do anything. The reprocessed claims will appear in the Remittance Advice (RA) and/or 835.

Please remember that during this transition period of 7/1/2024 -9/30/2024, all services are no prior authorization needed. Please see [Clinical Communication Bulletin-058](#) on Trillium's website for additional information.

