



# URGENT

## NOTIFICATION FOR PROVIDERS

### ATTENTION ALL PROVIDERS

#### CLAIM SYSTEM DELAY:

The Trillium Behavioral Health Claim System is experiencing a delay in the claims adjudication process, which will result in providers not seeing the claims status report in the provider portal.

This is also delaying the RAs and 835s being posted in the portal. We are working diligently to resolve the issues to ensure all providers are paid within timely filing guidelines.

As soon as the issues are resolved, we will provide an update through this same notification process. Thanks for your understanding and patience, and we apologize for any inconvenience.

**DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please send an email to [IT.Support@TrilliumNC.org](mailto:IT.Support@TrilliumNC.org)**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

