



URGENT

NOTIFICATION FOR PROVIDERS

Attention: Providers Using Change Healthcare

Since reconnecting with Change Healthcare, there has been an increase in denials for "The taxonomy code for the billing provider is missing." Research indicated that the taxonomy code was being submitted by the provider but not transmitted to Trillium in the 837 files. Trillium worked with Change Healthcare to resolve the issue moving forward. For any claims submitted using Change Healthcare that have this taxonomy denial, providers will need to resubmit those claims.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please email ClaimsSupport@TrilliumNC.org or call our Provider Support Service Line at 1-855-250-1539

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)

