



URGENT

NOTIFICATION FOR PROVIDERS

Attention All EDI Providers

REVISED TAILORED PLAN AND MEDICAID DIRECT CLAIMS SUBMISSION PROTOCOL

Trillium has resolved all outstanding issues with EDI error message according to the revised Tailored Plan and Medicaid Direct Claims Submission Protocol. As of Monday, 12/2/2024, EDI Providers submitting claims to Trillium for Tailored Plan Physical Health services that should be submitted to Trillium’s partner, Carolina Complete Health will receive the following:

Claim Submission Options	Physical Health Claims
Claim Submission Errors	Physical Health claims submitted to Behavioral Health processing system: EDI: Claim will receive the following rejection message and be submitted to Physical Health system for processing: Please submit to CCH Tailored Plan Physical Health for processing

For additional information on the Claims Submission Protocol, please visit Trillium’s website at www.trilliumhealthresources.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

