

To: All Providers
From: Dr. Paul Garcia, Vice President of Utilization Management and Benefits
Date: February 28, 2025
Subject: Innovations Authorizations

INNOVATIONS AUTHORIZATIONS

Trillium has been made aware of many providers struggling to complete authorizations needed for members on the Innovations waiver. We respect this is a huge change and after 5 years of no authorizations needed, perhaps this is creating a burden. We are dedicated to our members and our providers. At this time, we are allowing for all Innovations services to move to no authorization needed. It is the expectation that all agencies will ensure clinical documents are in place and in the Provider Direct medical record to support medical necessity for claims filed for services. All claims may be filed for the dates of February 1, 2025 – June 30, 2025, without an authorization.

Thank you for your attention to this communication. All questions related to this Clinical Communication Bulletin can be sent to UM@TrilliumNC.org. Questions will be responded to as quickly as possible