

<b>PROVIDER SERVICES</b>		
<b>Name</b>	<b>Description</b>	<b>Provider Services Number</b>
<b>Provider Support Line</b>	Our Provider Support Service Line is a dedicated phone line that is available for all contracted providers in our network to answer questions regarding billing, processes, etc.	1-855-250-1539 (Monday–Saturday 7 a.m. to 6 p.m.)

<b>NETWORK SERVICES</b>		
<b>Name</b>	<b>Description</b>	<b>Email</b>
<b>Network Services Ticket System</b>	Another option for providers in our network to submit emails for questions, concerns, comments, and requests.	<a href="mailto:NetworkServicesSupport@TrilliumNC.org">NetworkServicesSupport@TrilliumNC.org</a>

<b>PROVIDER PORTALS</b>		
<b>For Behavioral Health and I/DD Claims</b>		
<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>Behavioral Health I/DD Secure Provider Portal—Provider Direct</b>	Claims Submitted via Secure Portal Clearinghouses Change Healthcare—Payor ID 56089 The SSI Group—Payor ID 43071	<a href="http://ncinno.org">ncinno.org</a>
		<b>Behavioral Health Prior Authorization Look-up Tool</b> <a href="http://trilliumhealthresources.org/prior-authorization-services">trilliumhealthresources.org/prior-authorization-services</a>
<b>Address for Paper Claims</b>	Trillium Health Resources PO Box 240909 Apple Valley, MN 55124	<b>Phone Number</b> 1-855-250-1539

<b>For Physical Health Claims</b>		
<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>Physical Health Secure Provider Portal</b>	Claims Submitted via Secure Portal (link to the right) Clearinghouses Availity—Payor ID 68069	<a href="http://provider.trilliumhealthresources.org">provider.trilliumhealthresources.org</a>
		<b>Physical Health Prior Authorization Look-up Tool</b> <a href="http://carolinacompletehealth.com/trillium-preauth.html">carolinacompletehealth.com/trillium-preauth.html</a>
<b>Address for Paper Claims</b>	Trillium Health Resources PO Box 8003 Farmington, MO 63640-8003	<b>Phone Number</b> 1-855-250-1539

<b>PROVIDER APPEALS</b>		
<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>Provider Direct</b>	Trillium Behavioral Health Provider Portal	<a href="http://ncinno.org">ncinno.org</a>
	<b>Phone Number</b>	<b>Address</b>
	1-855-250-1539	201 W. First Street, Greenville, NC 27858

<b>CLAIMS / ELECTRONIC DATA INTERCHANGE (EDI)</b>		
<b>For Behavioral Health and I/DD Claims</b>		
<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>Behavioral Health I/DD Secure Provider Portal—Provider Direct</b>	Claims Submitted via Secure Portal (link to the right) Clearinghouses Change Healthcare—Payor ID 56089 The SSI Group—Payor ID 43071	<a href="http://ncinno.org">ncinno.org</a>
	<b>Phone Number</b>	<b>Address for Paper Claims</b>
	1-855-250-1539	Trillium Health Resources PO Box 240909 Apple Valley, MN 55124

<b>For Physical Health Claims</b>		
<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>Physical Health Secure Provider Portal</b>	Claims Submitted via Secure Portal (link to the right) Clearinghouses Avality—Payor ID 68069	<a href="http://provider.trilliumhealthresources.org">provider.trilliumhealthresources.org</a>
	<b>Phone Number</b>	<b>Address for Paper Claims</b>
	1-855-250-1539	Carolina Complete Health Attn Claims PO Box 8040 Farmington, MO 63640-8040

<b>TRANSPLANT CENTERS</b>		
<b>Name</b>	<b>Description</b>	<b>Portal</b>
<b>Authorizations</b>	Providers have three methods to submit authorizations:  1) Portal 2) Phone; or 3) Fax (form)	<a href="http://provider.trilliumhealthresources.org">provider.trilliumhealthresources.org</a>
		<b>Phone Number</b>
		1-855-250-1539
		<b>Fax Number (Transplant Review)</b>
		1-866-753-5659

**PHARMACY SERVICES**

<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>PerformRx</b>	Trillium has contracted with PerformRx as our Pharmacy Benefits Manager (PBM). Providers can fax or visit the link to submit prior authorization forms for pharmacy use, ask about the Drug Utilization Review Program, and more.	<a href="http://ncinno.org">ncinno.org</a>
<b>Phone Number</b>		<b>Address for Paper Claims</b>
1-855-250-1539		Trillium Health Resources PO Box 240909 Apple Valley, MN 55124

**NURSE LINE**

<b>Name</b>	<b>Description</b>
<b>Nurse Line</b>	Phone line for Tailored Plan Medicaid members to ask about medical information; available 24 Hours a Day / 7 Days a Week
<b>Phone Number</b>	1-877-685-2415

**BEHAVIORAL HEALTH CRISIS**

<b>Name</b>	<b>Description</b>	<b>Phone Number</b>
<b>Behavioral Health Crisis Line</b>	Phone line for anyone to call with a behavioral health crisis, 24 hours a day/ 7 Days a Week	1-888-302-0738


**TRANSPORTATION**


<b>Name</b>	<b>Description</b>	<b>Note</b>
<b>Modivcare</b>	Tailored Plan members can call to schedule a ride to a medical appointment for themselves or a child/dependent. Members can all two days in advance, but no more than 30 days before their appointment.	NC Medicaid Direct members can schedule this service through their local Department of Social Services.
<b>Phone Number</b>		
1-877-685-2415		

**INTERPRETER SERVICES**

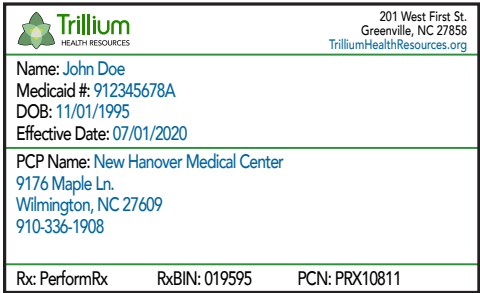

<b>Name</b>	<b>Description</b>	<b>Note</b>
<b>Trillium Member and Recipient Services</b>	Trillium will connect to interpreter services when members call in to the service line if they speak a language other than English.	Providers are required to offer interpreter assistance to members receiving services in their offices when requested.
	<b>Phone Number</b>	
	1-877-685-2415	

FRAUD, WASTE, AND ABUSE		
Name	Description	Web Link
<b>EthicsPoint</b>	On-Line and Telephonic Reporting System for Fraud, Waste and Abuse.	<a href="https://secure.ethicspoint.com/domain/media/en/gui/34587/index.html">secure.ethicspoint.com/domain/media/en/gui/34587/index.html</a>
<b>Phone Number</b>	Dial Toll-Free, within the United States, Guam, Puerto Rico and Canada 1-855-659-7660	

ADDITIONAL PROVIDER RESOURCES		
Website	Web Link	
	<a href="https://trilliumhealthresources.org">trilliumhealthresources.org</a>	
	<a href="https://trilliumhealthresources.org/for-providers">trilliumhealthresources.org/for-providers</a>	

MEMBER SERVICES / ELIGIBILITY		
Name	Description	Web Link
	Trillium Advantage covers services and settings not currently available to members in NC Medicaid. Some examples include gym memberships, tobacco cessation programs, and food vouchers.	<a href="https://trilliumhealthresources.org/members-recipients/trillium-advantage">trilliumhealthresources.org/members-recipients/trillium-advantage</a>
		<b>Phone Number</b> 1-877-685-2415

UNMET HEALTH-RELATED RESOURCES		
Name	Description	Web Link
<b>Healthy Opportunities Pilot</b>	Trillium has 15 counties that are within the pilot area. Medicaid members living in Beaufort, Bertie, Chowan, Edgecombe, Halifax, Hertford, Martin, Northampton, Pitt, Bladen, Brunswick, Columbus, New Hanover, Onslow, Pender with a behavioral /physical health condition AND one social risk factor are eligible.	<a href="https://trilliumhealthresources.org/health-related-resources-needs">trilliumhealthresources.org/health-related-resources-needs</a> and <a href="https://www.ncdhhs.gov/about/department-initiatives/healthy-opportunities">www.ncdhhs.gov/about/department-initiatives/healthy-opportunities</a>
		<b>Provider Services Number</b> 1-855-250-1539 (Monday–Saturday 7 a.m. to 6 p.m.)

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<b>MEMBER SERVICES / ELIGIBILITY</b>		
<b>Name</b>	<b>Description</b>	<b>Web Link</b>
<b>Member and Recipient Services</b>	Our Member and Recipient Services line is available Monday–Saturday 7 a.m. to 6 p.m. for non-emergency inquiries from Medicaid members or state-funded recipients.	<a href="http://trilliumhealthresources.org">trilliumhealthresources.org</a>
		<b>Phone Number</b> 1-877-685-2415
<b>PROVIDER OMBUDSMAN</b>		
<b>Name</b>	<b>Email</b>	
<b>NC Medicaid Managed Care Provider Ombudsman</b>	<a href="mailto:Medicaid.ProviderOmbudsman@dhhs.nc.gov">Medicaid.ProviderOmbudsman@dhhs.nc.gov</a>	
<b>Phone Number</b>	1-866-304-7062	
<b>NCDHHS FACT SHEETS</b>		
<b>Name</b>	<b>Web Link</b>	
<b>Fact Sheet What Providers Need to Know —After Managed Care Launch</b>	<a href="http://medicaid.ncdhhs.gov/media/9531/open">medicaid.ncdhhs.gov/media/9531/open</a>	
<b>Tailored Plan Launch —Day One Provider Quick Reference Guide</b>	<a href="http://medicaid.ncdhhs.gov/media/9521/open">medicaid.ncdhhs.gov/media/9521/open</a>	
<b>NC Medicaid Provider Playbook:</b> *Claims submission fact sheets can be found in the Provider Playbook	<a href="http://medicaid.ncdhhs.gov/providers/provider-playbook-nc-medicaid-managed-care">medicaid.ncdhhs.gov/providers/provider-playbook-nc-medicaid-managed-care</a>	
<b>AHEC PRACTICE AND SUPPORT</b>		
<b>Phone Number</b>	<b>Email</b>	
919-445-3508	<a href="mailto:practicesupport@ncahec.net">practicesupport@ncahec.net</a>	
<b>NCTRACKS CALL CENTER</b>		
<b>Phone Number</b>	1-800-688-6696	

Revised: 08/30/24