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Network Communication Bulletin #175

To: All Providers

From: Khristine Brewington, MS, LCMHC, LCAS, CCS, CCJP
VP of Network Management

Date: July 1, 2021

Subject: Re: New Capability to Upload Third Party Insurance Correspondence in Provider Direct to Claims Department

NEW CAPABILITY TO UPLOAD THIRD PARTY INSURANCE

Effective August 1st, Trillium would like to announce that providers will now have the capability to add Third Party Insurance Coverage of Benefit correspondence directly into Provider Direct for Claims:

CLAIMS TO INCLUDE BUT NOT LIMITED TO:

- 🌿 Explanation of Payments (EOP)
- 🌿 Explanation of Direct Deposit (EODD)
- 🌿 Explanation of Benefits (EOB)
- 🌿 Claim Correspondence Documents

THE UPLOAD CAN BE COMPLETED FOLLOWING THE BELOW LISTED STEPS:

- 🌿 Log into Trillium's Provider Direct portal.
- 🌿 Search for the member on the Client tab.
- 🌿 Click on Clinical Documents tab within the client homepage.
- 🌿 Click on green Add Clinical Document button
- 🌿 Enter the following information
 - Description- Claims-COB
 - Notes- Denial Letter, COB information, etc.
 - End Date
 - Contact Name, Contact Phone, Contact email, and effective date are auto-populated and only need to be changed if incorrect.
 - Click Select files and add applicable documents
- 🌿 Click blue Upload button at bottom of page.
- 🌿 The portal will refresh. Click on Clinical Documents tab and will see documentation just uploaded.

In addition to the guidance above there is also a video titled "Client SIS, Clinical Documents & Crisis Plans Training" on the Provider Direct Training section which provides a walk through on uploading correspondence to the Clinical Documents section of the client homepage.



Member & Recipient Service Line - 877.685.2415
Business & Administrative Matters - 866.998.2597

[TrilliumHealthResources.org](https://www.TrilliumHealthResources.org)



Once those documents have been uploaded providers will need to notify the Claims Department by submitting a secure email to Claim2@TrilliumNC.org with the subject line **'TPI PD Upload'**, the provider's name, and member's ID number in the body of the message.

Thank you,

Trillium Claims Department

Any questions about this Communication Bulletin *that does not already have an email listed for questions from that specific section*, may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.