



SPECIAL ANNOUNCEMENT PREPARING FOR THE UNIFIED CLAIMS SYSTEM LAUNCH ON OCTOBER 1

Authorization Submission Round 2

As we shared last month, there will soon be updated processes for submitting prior authorizations as part of the new unified claims platform launch.

Our [Prior Authorization page](#) will be updated with new instructions for submitting authorizations. Our Prior Authorization look-up tool will be updated in the next few days to include physical health services. **Most physical health authorizations should be submitted to Trillium starting Oct. 1.** These services include inpatient, post-acute care, labs, specialty care, home infusions, ophthalmology, physician administered drugs, and cell and gene therapy, though not all services listed will require prior authorization.

A screenshot of a web application for prior authorization look-up. At the top, it says "If you have questions about prior authorizations, please call:" followed by two phone numbers: "Member and Recipient Service Line: 1-877-685-2415" and "Provider Support Service Line: 1-855-250-1539". Below this is a search bar with a "Search" button. Underneath the search bar is a "FILTER BY:" section with several filter categories: "Service Code" (with a text input field containing "e.g. 90837"), "Age Group" (with checkboxes for "Adult" and "Child"), "Prior Authorization Required" (with radio buttons for "Yes" and "No"), "Diagnosis Group" (with checkboxes for "Intellectual/Developmental Disability", "Substance Use", and "Physical Health", where "Physical Health" is circled in red), "Benefit Plan" (with checkboxes for "Medicaid", "State-Funded", "Innovations", and "1915i"), "Mental Health", and "Traumatic Brain Injury". At the bottom of the filter section are "Apply Filters" and "Clear Filters" buttons.

After Oct. 1, Trillium Tailored Plan providers should submit authorizations through the iTransact portal. Instructions for onboarding into the iTransact portal are available [on the Trillium website](#), which must be completed in order to submit authorizations.

Prior Authorization Flexibilities

Trillium will implement flexibilities beginning **October 1, 2026, through January 4, 2027**. During this period, **no prior authorization will be required for outpatient specialized services**, including:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Audiology Therapy
- These flexibilities are intended to support continuity of care during the transition period and ensure members can access necessary services without interruption.

Upcoming Information Sessions: Register Today!

- [September 17](#)
 - [September 22](#)
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DO NOT respond to this email. To ask questions about this matter, [send a message using the questions form linked to our webpage](#). We will collect all questions to post in an FAQ.

