



Trillium
HEALTH RESOURCES

SPECIAL ANNOUNCEMENT iTRANSACT IS NOW LIVE

Trillium's New Unified Claims System Platform is Now Available

New guidance and documents are now available on the pages below. Please update any bookmarks or saved documents:

- Update your bookmarks to now go to iTransact
- Claims
- Authorizations
- For Providers

After October 1, providers should contact Trillium with any questions about pending claims.

This adjustment will not affect providers who hold an NC Medicaid Direct or State-funded only contract with Trillium. For those providers, you will continue to use Provider Direct for those services.

Confused about the new onboarding process? We are holding a special live provider onboarding information session on October 13.

[Register Here](#)

Availity

Electronic Authorization Submission

Certain specialty service authorizations will continue to be submitted to Carolina Complete Health or other applicable partners, including:

- Durable Medical Equipment (DME), including Orthotics, Prosthetics, and Hearing Aid Services
- PCS, Private Duty Nursing, Home Health, and Hospice
- Transplants and CAR-T Cell Therapy

On this date, Availity Essentials will be the only electronic submission method for prior authorizations related to DME (including orthotics, prosthetics, and hearing aids), PCS, Private Duty

Nursing, Home Health, Hospice, Transplants, and CAR-T Cell Therapy. The Trillium Physical Health Provider Portal will no longer accept authorization submissions for the services listed above.

To support a smooth transition, providers who access the Trillium Physical Health Provider Portal and attempt to submit authorizations for these services will be automatically redirected to Availity Essentials, where authorizations must be submitted.

View more guidance for [Availity Essentials](#).

Historical Claims Access and Claim Inquiries

- Providers may continue using Availity Essentials to look up historical claims that were submitted to Carolina Complete Health prior to Oct. 1, 2026.
- All claims' functionalities will be decommissioned on the Physical Health portal (provider.trilliumhealthresources.org)

Payment Note

Please be aware that providers may continue to receive a payment from Carolina Complete Health (CCH) during the week of October 7 for any outstanding claims that were submitted but did not pay out on the September 30 check write. As a result, providers may see payments from both CCH and Trillium Health Resources on October 7.

Have questions about new unified claims system? Please reach out to Network Services at NetworkServicesSupport@TrilliumNC.org or the Provider Support Service Line at 1-855-250-1539.

DO NOT respond to this email. Questions about new unified claims system? Please reach out to Network Services at NetworkServicesSupport@TrilliumNC.org, or the Provider Support Service Line at 1-855-250-1539.

