



URGENT

NOTIFICATION FOR PROVIDERS

Urgent Note for Providers

Effective 03/01/2021 Trillium will no longer admit MH/SU members to state funded FBC/detox services when they have secondary insurance/ dual coverage and will no longer approve 3 way for members who reside outside of our 26 county catchment area.

In our continuous efforts for Trillium to provide a higher level of patient care and to maximize our limited State dollars for those recipients who are indigent, uninsured and reside within our 26 county catchment area, Trillium will no longer approve admissions for state funded Facility Based Crisis and detox services if the recipient has any other insurance; as well as Three Way Inpatient services for recipients who reside outside of our catchment area. This only applies to those recipients that have Mental Health/Substance Use diagnoses. This decision will also allow Trillium to meet certain follow-up metrics imposed by NCDHHS that have extensive penalties attached if they are not met.

Provider Direct 5.4 System Update

Trillium Health Resources would like to make you aware:

On **February 25**, we will be doing updates to the Provider Direct 5.4 system from 5-8 p.m.

There is a possibility of system downtime during these updates, so we ask that you please plan accordingly. This service outage supports Trillium's IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours.

Thank you for your patience while we continuously work to improve and develop Provider Direct.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to IT.Support@trilliumnc.org.

