



# URGENT

## NOTIFICATION FOR PROVIDERS

### ATTENTION PROVIDERS

#### MEDICARE CROSSOVER CLAIMS

Effective 4/1/2025, Trillium Health Resources will begin processing Medicare Crossover claims received by NCTracks. Both Professional and Institutional secondary claims will be received by Trillium for dual-eligible beneficiaries (Medicare & Medicaid coverage) who have Trillium designated as their Medicaid Managed Care payor.

Providers with dual-eligible beneficiaries will only need to submit claims in the following cases:

- If Medicaid requires a different billing format from Medicare for a particular service including the differing of modifiers and claim forms.
- The members have additional third-party commercial coverage.

For any questions regarding claims, please feel free to contact [ClaimsSupport@trilliumnc.org](mailto:ClaimsSupport@trilliumnc.org).

**Trillium Provider Support Services: 1-855-250-1539**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

