



URGENT

NOTIFICATION FOR PROVIDERS

ATTENTION PROVIDERS

ISSUE IMPACTING CLAIMS PROCESSING

Trillium has identified an issue impacting claims processing for claims submitted on 5/4/2023 – 5/10/2023. Trillium's IT department is working diligently to resolve the issue. No provider action is needed at this time. If you have questions, please contact the Provider Support Service Line at 1-855-250-1539

 [Known Issue Tracking](#)

ATTENTION EVV PROVIDERS

Trillium Member Placement:

Effective Saturday, May 13, 2023, new placements for Trillium members who have not been previously serviced by your agency will be sent to the *Pending Placement Queue* in your HHAeXchange Portal.

For further information on the *Pending Placement Queue*, refer to the [Accepting Placements](#) job aid in the Enterprise Help Portal.

For other questions and concerns, please contact HHAX Support at support@hhaexchange.com.

DO NOT REPLY to this email as this is an unmonitored email address. Any questions about this Urgent Notification 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.

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)

