



URGENT

NOTIFICATION FOR PROVIDERS

All Providers



Please be aware that the Staff/Provider
My Learning Campus will be offline
July 25th - July 26th for a platform upgrade.

THANK YOU FOR YOUR PATIENCE

Attention EVV Providers: Change in HHAeXchange Support Access

HHAeXchange (HHA) has discontinued their support email address and migrated to the Client Support Portal. Please reference the Client Support Portal Job Aid linked here for instruction on how to register for the application, how to submit a support request, and how to manage existing requests. The Client Support Portal is designed for clients to submit requests to the Client Support Team. The links below provide access to the HHA Client Support Portal. These portals will allow you to submit new tickets, receive updates from support on open tickets, track status updates, and communicate directly with the HHA support teams. For any questions related to EVV claim denials processed by Trillium Health Resources, please call the Provider Support & Service Line at 1-855-250-1539 or reach out to your assigned Claims Specialist.

HHAX Client Support Portal:

- [HHAX Providers](#)

EDI Support Desk (3rd party providers):

- [EDI](#)

DO NOT REPLY to this email, as this is an unmonitored email address. If you have any questions please send an email to NetworkManagement@TrilliumNC.org.

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)

