



URGENT

NOTIFICATION FOR PROVIDERS

Enrollment/STR issue in Provider Direct:

On 07/15/2024, Trillium identified an issue within Provider Direct regarding submission of New Enrollments/STRs. When trying to submit an Enrollment/STR, after saving the comment on page 4, the submit button is not appearing and the following error message is displayed:

"Our records indicate there may be a consumer in the system who is a match for the person you have entered. Please ensure before completing an enrollment that you have searched by Last name, First name and DOB, as well as SSN alone. Ensure the SSN you have entered is correct and this client does not already exist".

After research, this issue appears to be only with brand new Recipients without existing profiles in Provider Direct. We are currently working on this issue and will provide feedback once it has been resolved.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please email EnrollmentandEligibility@TrilliumNC.org or call our Provider Support Service Line at 1-855-250-1539

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