



# URGENT

## NOTIFICATION FOR PROVIDERS

### Attention Personal Care Service (PCS) Electronic Visit Verification (EVV) Providers:

Trillium Health Resources is aware of a linking issue between HHAExchange and Trillium that is impacting provider billing. Trillium and our Tailored Plan partner, Carolina Complete Health continue to work through linking the provider and authorizations in the HHAx portal.

Expectation on completion of this task is by end of this week. There is no action needed from providers at this time.

We apologize for any inconvenience this may cause. Thank you for your patience as we support providers through Tailored Plan launch.

For additional information and guidance on EVV billing see Trilliums website at [TrilliumHealthResources.org](https://TrilliumHealthResources.org) under For Providers, Resources, Electronic Visit Verification (EVV). For the direct link to the EVV page click here: [Electronic Visit Verification \(EVV\)](#).

**DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please email [ClaimsSupport@TrilliumNC.org](mailto:ClaimsSupport@TrilliumNC.org) or call our Provider Support Service Line at 1-855-250-1539**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

