



Urgent Notification

for Providers

Trillium Would Like to Make you Aware

Flexibilities for Some Prior Authorizations Effective October 1, 2026

Starting on October 1, most physical health authorizations should be submitted to Trillium through the new unified claims system. These services include inpatient, post-acute care, labs, specialty care, home infusions, ophthalmology, and cell and gene therapy.

Trillium will implement **flexibilities** beginning **October 1, 2026**, through **January 4, 2027**. During this period, **no prior authorization will be required for outpatient specialized services**, including:

- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Audiology Therapy

These flexibilities are intended to support continuity of care during the transition period and ensure members can access necessary services without interruption. All other services that require prior authorizations as indicated in the [prior authorization look tool](#) will be the same as in current state.

Questions about these flexibilities can be submitted [using this link](#).

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

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS



