



URGENT

NOTIFICATION FOR PROVIDERS

IRIS System

Trillium Health Resources would like to make you aware:

IRIS system is currently down and is expected to be back up around 10:30 a.m. this morning.

Provider Direct System Update

Thursday, December 2, 2021 3:00 p.m.





Participant Log-In Information (see panelist log-in below):


Please register for [Joint DMH/DHB Monthly Provider Call](#) on

After registering, you will receive a confirmation email containing information about joining the webinar. [Closed Captioning](#)

Please feel free to share with other providers in your network or catchment area.

During this call there will be a presentation and discussion of the (i) Option. Panelists will present policy updates from DMHDDSAS and DHB representatives followed by an open Q&A session. In addition to DMHDDSAS and DHB subject matter experts we will also have a representative from DHSR on the call to answer questions you might have. In consideration of the limited time we have on the call, we ask that you review the guidance links (below) on the DHHS website and FAQs on the NC Medicaid site to see if an answer to your question has already been provided. These calls will be held monthly on the first Thursday of each month.

-  <https://medicaid.ncdhhs.gov/transformation>
-  <https://medicaid.ncdhhs.gov/transformation/proposed-program-design>
-  <https://medicaid.ncdhhs.gov/providers/provider-playbook-medicare-managed-care>
-  <https://medicaid.ncdhhs.gov/transformation/tailored-care-management>

 <https://medicaid.ncdhhs.gov/providers/programs-and-services/behavioral-health-idd/behavioral-health-idd-tailored-plan>

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services is working to centralize questions coming in so that we can ensure that questions are answered in a timely manner by the appropriate subject matter experts. In order to do this we have two portals for incoming questions which are an email Bhidd.helpcenter@dhhs.nc.gov or web portal <https://tinyurl.com/386hpk6h>. Please help us better our response time by using these avenues for submitting questions.

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

