## Accessing Provider Direct for New Contractors with Trillium
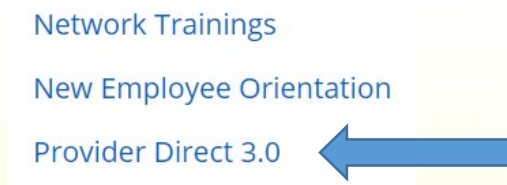
*To enter claims, submit Treatment Authorization Requests (TARs), upload Person Centered Plans (PCPs), upload Individual Service Plans (ISPs), submit claims, etc.*

As a provider in the Trillium network, you will utilize Provider Direct and our online training platform, Provider.MyLearningCampus.org. Provider Direct is your platform for submitting treatment authorization requests (TARs) and billing. Provider.MyLearningCampus.org offers access to all your training needs. To gain access to these two important systems, please do the following:

1) You must complete the Provider Direct System Administrator training on Provider.MyLearningCampus.org before you can get access to Provider Direct. Request access to Provider.MyLearningCampus.org by completing this form (link if you'd like to copy and paste into your browser https://app.smartsheet.com/b/form/6daeb17480984b29928022d3bb5cd525).

2) Your form Learning Campus form will be processed within two business days and your login information will be emailed to you from TrainingUnit@TrilliumNC.org (be sure to check your spam/junk folder as well as your inbox). You can access the site directly by going to Provider.MyLearningCampus.org.

3) Once you've logged in to Provider.MyLearningCampus.org, click on "Find Learning" at the top of your screen, as indicated below by the blue arrow.



4) A list of course categories will appear on the left side of your screen. Click on the "Provider Direct 3.0" training section, as indicated below by the blue arrow.
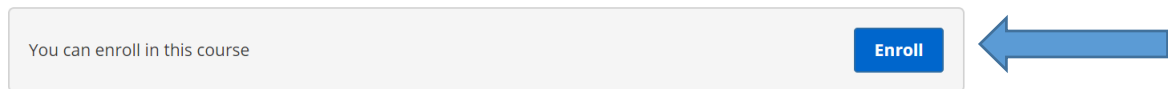


5) Scroll down until you locate the "Provider Direct 3.0 System Administrator Training" and click on the box as shown below.

**PROVIDER DIRECT 3.0**
SYSTEM ADMINISTRATOR

**Provider Direct 3.0 System Administrator**

Courses

Provider Direct 3.0

6) Enroll in this training by clicking on the "Enroll" button as indicated below by the blue arrow.

**Provider Direct 3.0 System Administrator**                                        ✖

You can enroll in this course                                                    **Enroll**

7) Click on "Enroll me" as indicated below by the blue arrow.
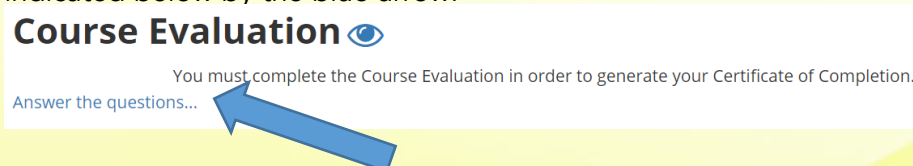   ▾ Self enrollment (Learner)
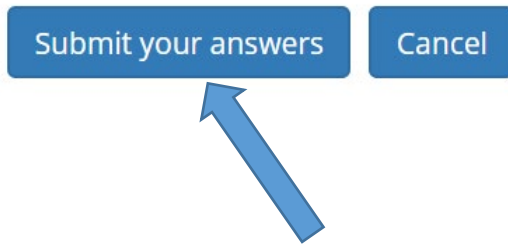
   No enrollment key required.

   Enroll me

8) Follow the steps on the page, including watching the entire presentation, completing the evaluation, and getting your certificate of completion. The presentation appears in a pop-up window and once the presentation is complete, click the "x" on the top right corner of the pop-up window to close out the presentation.

9) You will be directed back to the Welcome page for the training. Scroll down to the "Evaluation" section where you see "Course Evaluation". Click on the "Course Evaluation" link as indicated below by the blue arrow.

   📣 Course Evaluation
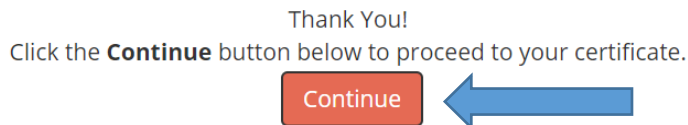
10) You will be directed to the Course Evaluation page. Click the "Answer the questions…" link as indicated below by the blue arrow.

**Course Evaluation** 👁

You must complete the Course Evaluation in order to generate your Certificate of Completion.

Answer the questions…

11) You will be directed to the evaluation. You must respond to each question that has a red asterisk (*), but it is preferred that you respond to each question. Once you respond to the questions, scroll to the bottom of the page and click on the "Submit your answers" link as indicated below by the blue arrow.

Submit your answers    Cancel

12) Click the "Continue" link as indicated below by the blue arrow.

Thank You!
Click the **Continue** button below to proceed to your certificate.
Continue

13) You will then be taken to a page that has the link shown below. Click on "download certificate".

## Certificate of Completion
Download Certificate

14) Your certificate of completion will download onto your computer. Open it up and then save it in a location you can easily find.

15) Complete the Provider Direct System Administrator Designee Request Form (found here: https://www.trilliumhealthresources.org/sites/default/files/docs/Provider-documents/IT-Information/Trilliium-Provider-Direct-System-Adm-Designee-Request-Form.pdf and email the completed form, along with your certificate of completion, to PDSupport@TrilliumNC.org .

16) You will receive a response email after your request has been processed that contains your log-in information for Provider Direct. There are additional trainings on Provider.MyLearningCampus.org that will help you use Provider Direct.

17) After you receive your log-in information for Provider Direct, you can access the site here: https://www.ciecbh.org/ProviderDirect/Account/Login

18) Access Provider.MyLearningCampus.org again for additional trainings, not just those related to Provider Direct.  There is a wealth of information available on our online training platform.  We send out a Provider Training Needs survey annually, so make sure you are signed up to receive our Network Provider newsletter (as well as others, you have to click beside each newsletter you'd like to receive) so that you're informed as to when that survey is distributed.  Your feedback about what you'd like to see offered by our Training Department is valuable to us!  You can sign up for our newsletters here: https://visitor.r20.constantcontact.com/manage/optin?v=001y-OP6K5i7aVeYZJ-8Zu1QeJ9nuy4DoDNoggexzaAlZ4IaeUWMESsL-RqOHO5fgXhe9rdg1EYvAmzItkhn0a8b9n095n6ee2zI55-7JgkG_4%3D

**A C C R E D I T E D**
**NCQA**
MANAGED BEHAVIORAL
HEALTHCARE ORGANIZATION

FULL

Transforming Lives. Building Community Well-Being.

**Trillium**
HEALTH RESOURCES