



URGENT

NOTIFICATION FOR PROVIDERS

Migration to New system Edifecs Issue

Attention Providers

Resulting from migration to our new EDI platform, Trillium identified an issue that will result in additional denial information on the May 3 check write.

Please note:

- 🌱 No action is required on behalf of the providers
- 🌱 There will be no impact to your payment or the timing of provider payments
- 🌱 This does not affect claims submitted through our Provider Direct portal
- 🌱 Any impacted claims have been reprocessed
- 🌱 The reprocessed claims will appear in the RE/835 for the May 3 check write
- 🌱 Reprocessing does not guarantee payment for the claims. The reprocessed claims are subject to normal edits
- 🌱 Therefore, the reprocessed claims could deny for other reasons

Please reach out via PDsupport@TrilliumNC.org for assistance as needed. Thank you for your support.

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

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

