



# URGENT

## NOTIFICATION FOR PROVIDERS

### New Enrollment/STR Submissions:

The issue affecting New Enrollment/STR submissions in Provider Direct has been resolved. If you received the following error message previously, you may now enter your New Enrollment/STR:

*"Our records indicate there may be a consumer in the system who is a match for the person you have entered. Please ensure before completing an enrollment that you have searched by Last name, First name and DOB, as well as SSN alone. Ensure the SSN you have entered is correct and this client does not already exist".*

Thank you for your patience and attention to this matter.

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

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

