



URGENT

NOTIFICATION FOR PROVIDERS

Attention Providers

Trillium Health Resources is aware of an issue on 08/02/2024 with the PEF (Provider Enrollment File) file load.

This issue caused an incorrect denial on some claims which resulted in a denial of "1302— Provider not enrolled in active health plan status for Billing NPI on date of service and 1308— Provider not enrolled in active health plan status for rendering NPI on date of service."

Trillium will be reprocessing these claims, there is no action needed at this time from the providers.

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

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)

