



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct Update

#### Trillium Health Resources would like to make you aware:

Thursday, May 26, 2022, between the hours of 5:00–8:00 p.m. the Provider Direct System will be upgraded pursuant to our normal monthly schedule. There is a **possibility** of system downtime during the upgrade process, so we ask that you please plan accordingly.

From midnight Saturday night (May 28, 2022) until approximately 3:00 p.m. Sunday (May 29, 2022) the Provider Direct system will be updated as part of our monthly schedule. **There will be system downtime** during the upgrade process, so we ask that you please plan accordingly.

This service outage supports IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours.

Thank you for your patience while we continuously work to improve and develop Provider Direct.

**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](mailto:IT.Support@TrilliumNC.org).**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

