



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct Update and Webinar

#### Provider Direct Update

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

**Thursday, 11/18/2021**, 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.

**NOTE:** We are performing the System Release early this month due to the upcoming Thanksgiving Holiday. If you have any questions please send an email to [IT.Support@TrilliumNC.org](mailto:IT.Support@TrilliumNC.org).

#### Community Partners: Updates on NC Medicaid Managed Care

NC Medicaid Managed Care is live with Standard Plans launching July 1, 2021. Make sure you have the latest information and resources to help you navigate managed care.

Join NC DHHS **Wednesday, Nov. 17, from noon to 1 p.m.**, to hear the latest updates on the state's launch of NC Medicaid Managed Care, an update on the Healthy Opportunities pilots and a review of the proposed changes to the 1115 Waiver to align the waiver with the current timeline and design. There will also be an opportunity for questions and answers.

To register for the webinar, simply click on the link below. Feel free to share the webinar invitation and registration link with other community partners you think would be interested in attending.

#### Updates on NC Medicaid Managed Care, Healthy Opportunities and a public hearing for the 1115 Waiver Amendment

**Unable to attend?** NC DHHS would be happy to send you a link to the slide deck and recording of the webinar. Click the registration link, complete the registration form, and choose "I cannot attend but would like the link to the recording and slide deck".

For more information or questions contact [Medicaid.NCEngagement@dhhs.nc.gov](mailto:Medicaid.NCEngagement@dhhs.nc.gov)

**NOTE:** Registration will close at 10 a.m., Nov. 17, 2021

[Click here to register](#)

**Urgent Notifications for Network Providers**

