



Network Communication Bulletin #006

To: All Providers
From: Cindy Ehlers, Vice President of Clinical Operations
Date: September 22, 2017
Subject: Network Services - Ticket System

Trillium is making changes to better serve you! The Network Department at Trillium has recently been redesigned in an effort to become more readily accessible, more organized in our communication approaches, and better equipped to meet the needs of all our stakeholders.

The department has been organized into three separate units: Network Monitoring, Network Development, and Network Services. One of the primary responsibilities of the Network Services Unit will be managing a new Network Ticket System that will be utilized for provider communication.

This ticket system will serve to give you a more structured and systematic approach in getting answers to your questions. This system will replace the currently assigned liaisons as the sole point of contact and give you access to a larger group of staff eligible to assist with your needs.

All providers will be required to submit a ticket with any questions, concerns, comments, needs, etc. This system will also enable us to track and trend requests coming into the Network department and effectively manage those inquiries more efficiently.

Effective ***Monday, October 16, 2017***, the Network Services Department will implement our Network Ticket System for all providers. Tickets are to be submitted to the following email address: NetworkServicesSupport@trilliumnc.org

Any questions about this Communication Bulletin may be sent to the following email: NetworkManagement@TrilliumNC.org. These questions will be answered in a Q&A format and published on Trillium's website.

