



## Network Communication Bulletin #011

To: All Providers  
From: Cindy Ehlers, MS, LPC Vice President of Clinical Operations  
Date: October 24, 2017  
Subject: Network Services Ticket System - Secure Email

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As outlined in Network Communication Bulletin #009, the Network Services Unit now manages a new Network Ticket System for provider request. Please submit any requests by email to: [NetworkServicesSupport@trilliumnc.org](mailto:NetworkServicesSupport@trilliumnc.org).

If you plan to submit a ticket with any protected health information (PHI), you must submit this ticket via secure email, such as using "Zixmail." Instructions for Zixmail can be found on our website, or by clicking on the following link: [Zixmail Instructions](#).

Thank you for your assistance as we continue to develop this process.

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