



URGENT

NOTIFICATION FOR PROVIDERS

... Attention All Providers ...

Provider Direct Downtime

The Trillium Health Resources IT staff would like to make you aware:

On 03/01/2018, Cardinal Innovations will be doing updates to the CIE/Provider Direct 3.0 system from 5-8 PM.

There is a possibility of System Downtime during these updates, 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 CIE/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 ITServiceDesk@trilliumnc.org.

Thank you for your attention to this matter and patience.

