



# URGENT

## NOTIFICATION FOR PROVIDERS

### Changes to Trillium Health Resource's Provider Direct System

#### **GOOD AFTERNOON!**

Exciting changes are coming to Trillium Health Resources' Provider Direct system. As such, Trillium's IT department wanted to make you aware of a few things.

- **Standard help requests submitted via email should not be majorly impacted during these changes, but there is a possibility of a slight delay in response.**
- **Requests for FTP setups or 835 redirections may be delayed an additional 3-4 weeks past the 2 week timeframe stated in the request documentation.**

Trillium's IT department will continue to send you updates throughout the month of September to ensure you are aware of any system changes that may impact your business' operations.

Thank you for being a valued partner of Trillium Health Resources and your patience while we work to ensure that this transition process is as seamless as possible.

Thank You Again,  
Trillium Health Resources IT Department

