



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct 3.0 - Implementation Time Frame

The new Provider Direct 3.0 URL will be ready for all TRILLIUM HEALTH RESOURCES Providers to use effective November 5, 2018.

- The implementation will occur between 5:00 p.m. on Wednesday, October 31 and 8:00 am on Monday, November 5.
- During this time, the current Provider Direct system will NOT be available.
- Current Provider Direct logins will transfer to the new system.
- The new URL is <https://www.ncinno.org/>.

**Please do not attempt to log into the new Provider Direct system until after 8:00 a.m. on November 5, 2018.**

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To prepare for system downtime, please ensure all claims billing, TAR submissions, and enrollment/clinical updates are completed prior to 5:00 p.m. on Wednesday, October 31 as the system will not be available again for submissions until 8:00 a.m. November.

Providers should plan to begin submitting claims billing, TAR submissions, and enrollment/clinical updates via the new Provider Direct URL effective 8:00 am on Monday, November 5.

For additional information please reference  
our [FAQs page](#).

