URGENT
NOTIFICATION FOR PROVIDERS

REMINDER: Provider Direct Downtime and Problem Reporting

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 <u>between 5:00 p.m. on Wednesday, October 31 and 8:00 am on Monday, November 5</u>.

- 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.

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.

Provider Direct - Steps for Problem Reporting

In anticipation of the change on November 5th, Trillium's IT department would like to give you a few updates on the process for submitting help tickets or feedback regarding Provider Direct.

Please make sure you are accessing Provider Direct through the new URL: https://www.ncinno.org/

Please keep in mind, the steps outlined here will have to be fulfilled before we can resolve any issue. Please include the information outlined below in any initial ticket/ feedback as it will assist us in troubleshooting the issue.

When submitting a problem report in regards to Provider Direct, please include:

- **What is the problem?**

  - Please be as detailed as possible, including any error message you have received

- **Module**

  - Include the module of Provider Direct that you were in (Client, Finance, Provider Network, etc.)

- **Submodule**

  - Include the submodule of CI that you were in, under the main module. (Example: Module: Client Submodule: Client Homepage)

- **Record**

  - If you were working on a specific record, include the client id, claim number, TAR number, etc.

- **Steps to reproduce issue**

  - Include what you clicked/typed just prior to the problem/issue occurring

- **Screen shots**

  - Include a screenshot (if possible) of what is happening so that we can better see the problem

Please be aware if you are using the feedback button built into Provider Direct that you will not receive an automatic confirmation but should receive a reply from Trillium within 72 business hours.

If you are not familiar with submitting a ticket to the IT department, you can email it.support@trilliumnc.org or use the Feedback button within Provider Direct.

Please keep in mind we are working diligently to respond to all problem concerns, and will respond within 72 business hours to each request. Please do not submit multiple reports of the same problem as this may cause a delay in resolution.

For additional information please reference our FAQs page.