Trillium
HEALTH RESOURCES

URGENT
NOTIFICATION FOR PROVIDERS

The new Provider Direct 3.0 URL is now ready for all TRILLIUM HEALTH RESOURCES Providers.

At this time you should be able to login to the system with your existing username and password.

The new URL is https://www.ncinno.org/.

You should now be able to begin submitting claims billing, TAR submissions, and enrollment/clinical updates via the new Provider Direct URL.

If you encounter issues:

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

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 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.

- 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.

- 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

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