



#### PROVIDER DIRECT DOWNTIME

Provider Direct will be undergoing updates April 6, 2017 from 5:00 pm to 8:00 pm. There is a possibility of System Downtime during these updates.

Additionally:

Provider Direct will be receiving upgrades and undergoing maintenance beginning 5:00 pm on Friday, April 7, 2017. The software has the potential to remain offline all weekend or until Sunday, April 9 at 11:59 pm.

These service outages support IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours. We ask that you please plan around these service outage/maintenance periods.

Thank you for your patience while we continuously work to improve and develop Provider Direct.

#### REMINDER RFP POSTINGS - APRIL 3, 2017

**The following Request for Proposals (RFPs) are now available for review on our website.**

- Child and Adolescent Day Treatment
- Substance Abuse Comprehensive Outpatient Treatment
- Substance Abuse Intensive Outpatient Program

Visit our [RFP/RFA/ RFI Opportunities](#) web page on Monday for more information.

#### Important Reminders for Providers

**ALL QIPs DUE ON OR BEFORE JULY 31**

Quality Improvement Projects (QIPs) are due on or before 7/31/17. Any fully contracted provider agency with a state contract is required to submit three QIPs for fiscal year 2016-2017. A recommended template and scoring tool can be found on the Trillium website (For Providers - Provider documents).

Please submit QIPs to [Qinfo@Trilliumnc.org](mailto:Qinfo@Trilliumnc.org)

**QUALITY IMPROVEMENT PROJECT PEER REVIEW OPPORTUNITY**

Trillium's Global Quality Improvement Committee offers the option for providers to request a review of their Quality Improvement Projects (QIPs) through a blinded peer review. As part of the review process, the committee will provide feedback regarding how the provider may more fully meet the expectations outlined by Trillium and improve their scores with the next submission. Prior to the committee receiving the QIP for review, Trillium will

remove all identifying provider information to ensure the committee does not know who the provider is and to enable the committee to review the QIP impartially.

Any providers wishing to participate in the blind peer review, please contact Krissy Vestal at [krissy.vestal@trilliumnc.org](mailto:krissy.vestal@trilliumnc.org). All QIPs will need to be submitted by 3/31 to be included in the blind peer review.

### Need to Send a Secure Email?

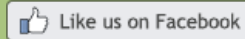
Zixmail is available to our Provider Network through the Provider Portal.



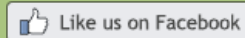
[ACCESS ZIXMAIL](#)

## STAY UP TO DATE WITH SOCIAL MEDIA AND OUR EVENTS CALENDAR

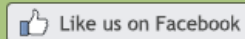
Trillium Health Resources Facebook



Trillium Direct Connect for Enrichment



Trillium Direct Connect for Recovery



Trillium NC



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Trillium Health Resources - Events Calendar

[Website Events Calendar](#)

