



Attention All Network Providers: Upcoming IRIS Maintenance

IRIS will be unavailable on **Wednesday, September 13th from 12:00 p.m. to 5:00 p.m.** due to maintenance. If providers have questions, please contact Wylanda Jones or Julie McCall at 866-998-2597 or incidentreporting@trilliumnc.org.

In order to adhere to all reporting requirements, during this maintenance downtime all level II and III incidents should be completed using the hard copy found at:

<https://www.trilliumhealthresources.org/sites/default/files/docs/2006dhsscriticalincidentform.pdf>
and submitted via fax to 252-215-6880.

Once IRIS is available, the reports that were faxed due to maintenance downtime will need to be submitted into the IRIS system. Thanks in advance for your assistance and cooperation.



Report Fraud and Abuse

*Have you witnessed potential fraud and abuse?
• Are you aware of or suspect fraud and abuse at a provider agency?
• Did you notice a suspicious authorization request or claim?
• Was your personal health information released without your permission?*

If so, an easy way to report is through
ETHICSPPOINT!

EthicsPoint is a secure and confidential system available for reporting suspected violations of fraud and abuse and confidentiality breaches.

To make a report:

From any computer, go to:
www.TrilliumHealthResources.ethicspoint.com

Call toll free: 1-855-659-7660

Available 24 hours a day,
7 days a week, 365 days a year!



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Select image to view and print flyer.

Need to Send a



Secure Email?

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

[Access Zixmail](#)

