



## SPECIAL ANNOUNCEMENT

**At this time, the maintenance updates to our Trillium Business System platform, Provider Direct, and the SFTP environment have successfully completed and all services are now fully restored.**

As a reminder, integrations for incoming and outgoing files that were affected during the downtime from July 3 through July 6 are currently in process. Please be advised that there may be some delays as we work diligently to process all files.

Claims that were received prior to 5:00 p.m. on Wednesday, July 2, 2025, will be processed in the July 9, 2025 check-write.

TARs submitted with start dates of July 3 through July 6 will be honored and accepted for review.

To ensure continued connection to the Trillium Health Resources SFTP environment, please ensure you are using the URL ([sftp.ncinno.org](https://sftp.ncinno.org)), as our IP address has changed. If your organization participates in 'Allow Listing,' please ensure you are allowing based on URL ([sftp.ncinno.org](https://sftp.ncinno.org)) rather than IP address.

Thank you for your patience and understanding during this maintenance period.

**If you have questions or concerns, please submit a ticket to:**

[NetworkServicesSupport@TrilliumNC.org](mailto:NetworkServicesSupport@TrilliumNC.org).

