



# Urgent Notification

## *for Providers*

### Trillium Would Like to Make you Aware

#### Provider Direct Update:

On Thursday, **February 26, 2026**, we will be doing updates to the Provider Direct system from 6–8 p.m. **There is a possibility of system downtime**, so we ask that you please plan accordingly.

This service outage supports Trillium's IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours.

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

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to [IT.Support@TrilliumNC.org](mailto:IT.Support@TrilliumNC.org).

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

