



# URGENT

## NOTIFICATION FOR PROVIDERS

### Attention ALL Providers

IT has elected to manually run the RA/835 process this Thursday and next Thursday (3/7 & 3/14) to ensure all systems are working as expected, which will cause a slight delay of providers 835's and RA files being uploaded to the providers folders.

Since going to our new Financial system (D365), our in house process has changed dramatically, and while we have had zero issues, we feel it best to manually run the system two more times, so we can validate the data, code, and output.

We choose to do this to ensure a smooth switch over when we turn the automation back on. This unprecedented step is to ensure the data we are providing is accurate, and the jobs perform at the level IT requires.

Thanks for your understanding and patience and we apologize for any inconvenience. We will let everyone know once the files are available.

Trillium IT Department

**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).**

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