



# URGENT

## NOTIFICATION FOR PROVIDERS

### *REMINDER - Provider Q&A Sessions and Provider Direct update*

#### **Weekly Q&A Sessions**

***Tuesday, April 28, 2020***

Trillium Health Resources understands the amount of information our provider network has been receiving in the past few weeks has been massive. We would like to invite our providers to join us in a **new weekly Q&A session each Tuesday** to help directly answer some of your questions. Questions must be submitted to the following link in advance **by 5:00 p.m. on the previous Friday:**

[Submit questions here](#)

These weekly 30 minute sessions for targeted groups of providers will help answer questions related to the ongoing changes in services for our members.

The next session will be held tomorrow, **Tuesday, April 28, 2020**. Each session will cover questions that were submitted in advance to the link above (next deadline is this Friday, May 1). Trillium is asking for questions in advance to ensure that we have the chance to prepare the most accurate answers for you.

Please see the schedule below for these weekly calls. There will be one WebEx invite and phone number to access for each day; any providers who serve multiple populations will be able to stay on the line for the entire session if they choose to do so.

9:30 a.m. - 10 a.m. Crisis Providers (MCM, Hospital inpatient, FBC, ED)  
10 a.m. - 10:30 a.m. Adult and Child MH providers  
10:30 a.m. - 11 a.m. Adult and Child SUD providers  
11 a.m. - 11:30 a.m. Adult or Child I/DD, TBI, and Innovations Waiver providers  
11:30 a.m. - 12 p.m. Residential Providers

You can participate by registering on the link below. We will send out reminders for these sessions each week.

[Register here](#)

Trillium is working to develop ways to communicate with providers that will be meaningful. If you have suggestions about how we can better communicate with you at this time, please email them to

[Khristine.Brewington@TrilliumNC.org](mailto:Khristine.Brewington@TrilliumNC.org). We know that communication is important but can also be overwhelming. Please let us know if there is a way we can do it better.

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**Trillium Health Resources would like to make you aware:**

**On Thursday, April 30, 2020**, we will be doing updates to the Provider Direct 5.3 system from 5-8 p.m. There may be system downtime during these updates, 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.

