



URGENT

NOTIFICATION FOR PROVIDERS

ATTENTION PROVIDERS

SSI ALERT CLIENT MESSAGE

As part of SSI Group ongoing commitment to enhance system performance and security, we will be migrating our data center during this time:

Start Date: Friday, July 18, 2025, at 11:00 p.m.

End Date: Sunday, July 20, 2025, at 5:00 p.m.

All SSI systems will be unavailable, including:

- 🌱 ERA (Electronic Remittance Advice)
- 🌱 Claims
- 🌱 Real-Time Processing
- 🌱 Status Inquiries
- 🌱 Reporting
- 🌱 Portal Access

During this period:

- 🌱 No inbound or outbound transactions will be processed
- 🌱 No edits or postings will occur

Trillium IT Department

Extension: 2000

ITServiceDesk@TrilliumNC.org

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions, please contact: IT.Support@TrilliumNC.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

