



URGENT

NOTIFICATION FOR PROVIDERS

Provider Update

Trillium Health Resources IT staff would like to notify you:

Thursday, 07/28/2022, between the hours of **6-8 PM** the TBS platform will be upgraded pursuant to our normal monthly schedule.

There is a possibility of System Downtime during the upgrade process, so we ask that you please plan accordingly. This service outage supports IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours.

Also, the Trillium Health Resources IT staff would like to notify you that Midnight Saturday Night (July 30, 2022) until approximately 3:00 p.m. Sunday (July 31, 2022) the Provider Direct System will be updated as part of our monthly schedule.

There **will be** System Downtime during the upgrade process, so we ask that you please plan accordingly.

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.

Urgent Notifications for Network Providers



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