



# URGENT

## NOTIFICATION FOR PROVIDERS

### ATTENTION PROVIDERS

#### SYSTEM ISSUE

Trillium Health Resources is aware of a system issue that is causing invalid denials related to billing provider taxonomy not found. Trillium's IT team is diligently working to resolve the issue. Once resolved, claims will be reprocessed. No action is needed by providers at this time. Thank you for your patience.

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

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

