



URGENT

NOTIFICATION FOR PROVIDERS

ATTENTION PROVIDERS

PROVIDER DIRECT UPDATES

On Thursday September 25, 2025, Trillium will be performing updates to the Provider Direct system from 6:00 to 8:00 p.m.

There is a possibility of 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.

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

