



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct Update

#### TRILLIUM HEALTH RESOURCES WOULD LIKE TO MAKE YOU AWARE:

On **Thursday, September 26, 2024**, between the hours of **6–8 P.M.** the Provider Direct 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.

**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](mailto:IT.Support@TrilliumNC.org).**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

