



URGENT

NOTIFICATION FOR PROVIDERS

Provider Direct Update

TRILLIUM HEALTH RESOURCES WOULD LIKE TO MAKE YOU AWARE:

On September 29, 2022, we will be doing updates to the Provider Direct system from 6–8 p.m. There is a possibility of system downtime during these updates, so we ask that you please plan accordingly.

Also, on Midnight Saturday Night (October 1st, 2022) until approximately 3:00 p.m. Sunday (October 2nd, 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.

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 send an email to IT.Support@TrilliumNC.org.

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)



