



URGENT

NOTIFICATION FOR PROVIDERS

Provider Direct Update

TRILLIUM HEALTH RESOURCES WOULD LIKE TO MAKE YOU AWARE:

On **Thursday, November 17, 2022**, we will be doing updates to the Provider Direct system from **6–8 p.m. There is a possibility of system downtime**, so we ask that you please plan accordingly. In addition, the Trillium Health Resources IT staff would like to notify you that on Saturday, **November 19** from 8-10 am the Provider Direct System will be update as part of our monthly schedule; **there will be a system downtime during this upgrade** 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](#)

