



URGENT

NOTIFICATION FOR PROVIDERS

Provider Direct 5.3 Updates

Trillium Health Resources would like to make you aware:

Midnight, Saturday Night (November 28, 2020) until approximately 12 p.m. Sunday (November 29, 2020) the Provider Direct 5.3 System will be upgraded outside of our normal monthly schedule.

There will be 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.

Thank you for your patience and attention to this matter.

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.

