



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct Update

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

On **Thursday, December 15, 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, **December 17** 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](mailto:IT.Support@TrilliumNC.org).**

[URGENT NOTIFICATIONS FOR NETWORK PROVIDERS](#)

