



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct 5.4 System Update

**Trillium Health Resources would like to make you aware:**

**On December 17, we will be doing updates to the Provider Direct 5.4 system from 5-8 p.m.**

There is a possibility of system downtime during these updates, 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).

