



URGENT

NOTIFICATION FOR PROVIDERS

Provider Direct Update

Trillium Health Resources would like to make you aware:

Thursday, March 31, 2022, between the hours of 5:00–8:00 p.m. the Provider Direct System will be upgraded pursuant to our normal monthly schedule. There is a **possibility** of system downtime during the upgrade process, so we ask that you please plan accordingly.

From midnight Saturday night (April 2, 2022) until approximately 3:00 p.m. Sunday (April 3, 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 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

