



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct Update

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

**Thursday, December 16, 2021**, 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.

This service outage supports IT efforts to provide reliable and consistent service delivery through patching, modifying, and testing updates during off-peak hours..

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**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

