



SPECIAL ANNOUNCEMENT

Maintenance updates to our Production servers and SFTP environment

Notice: Trillium Health Resources will be performing maintenance updates to our Production servers and SFTP environment over the July 4th holiday weekend.

Beginning Thursday, July 3, at 5:00 p.m. through Monday, July 7, at 8:00 p.m., the Trillium Business System platform, Provider Direct Portal, and SFTP Integrations **will be unavailable**. This upgrade will not impact any other platforms or provider portals.

During this time you will not be able to access, submit, or interact with the Trillium Production environment. We will provide notification when all systems are restored and available to continue normal activities.

All claims submitted after 5:00 p.m. on Thursday, July 3, 2025, will be processed once the system is restored on Monday, July 7, 2025.

To ensure continued access to the Trillium Health Resources SFTP environment, we are reminding organizations that IP addressing is subject to change. If your organization is connecting to Trillium Health Resources SFTP environment, you should ensure you are using the URL (sftp.ncinno.org). If your organization participates in 'Allow Listing,' please ensure you are allowing based on URL (sftp.ncinno.org) rather than IP address.

If you have questions or concerns about how this may impact you, please submit a ticket to: NetworkServicesSupport@TrilliumNC.org.

