



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 a.m., the Trillium Business System platform, Provider Direct Portal, and SFTP Integrations **will be offline and unavailable**. **Note:** 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.

Please plan accordingly for File Integrations, Authorizations and Claims submission.

Claims must be submitted prior to **5:00 p.m. on Wednesday, July 2, 2025**, processed to be included in the July 9, 2025 check-write. TARs submitted on Monday July 7, 2025 with start dates of 7/3/2025 – 7/7/2025 will be honored and accepted for review.

File integrations will be processed when 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.

