URGENT
NOTIFICATION FOR PROVIDERS

Provider Direct 5.4.x System Update

Trillium Health Resources would like to make you aware:

On March 25, 2021, we will be doing updates to the Provider Direct 5.4.x system from 5:00 – 8:00 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.

TBS Platform – Maintenance March 27th

The Trillium Health Resources IT staff would like to notify you that Midnight Saturday Night (March 27, 2021) until approximately 12 p.m. Sunday (March 28, 2021) 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.

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.