



Urgent Notification

for Providers

Trillium Would Like to Make you Aware

IRIS Unavailable

IRIS will be unavailable on Wednesday, April 1, 2026, from 6:00 a.m. to 8:30 a.m. to implement an update to IRIS. For any concerns or questions, please reach out to Trillium's IRIS team at IncidentReporting@TrilliumNC.org

Since IRIS reports are due within 72 clock hours from the time that the provider learns of an incident, providers may obtain a hard copy of the report from the [IRIS website](#) before Wednesday morning or [print forms from the DHHS website](#).

Reports can be submitted to the Health Plans (Host and Home) via their fax and to DMH/DD/SUS Customer Service and Community Rights Team via fax at 984-777-9264 within specified timeframes and procedures. Providers will still need to enter the report into IRIS once the system is available

DO NOT REPLY to this email as this is an unmonitored email address. Questions can be sent to IncidentReporting@TrilliumNC.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

