



URGENT

NOTIFICATION FOR PROVIDERS

Provider Manual Removed from Website

Trillium will no longer post the Provider Manual on our public website due to security risks. Scammers and hackers may use the information detailed in the Provider Manual to commit fraud.

The Provider Manual potentially provides a “playbook” on how to conduct “social engineering” attacks based on detailed instructions included. Generally, social engineering attacks occur when a hacker investigates the intended victim to gather necessary background information, then attempts to get the victim to reveal sensitive information or grant access to critical resources (such as bank account information).

Trillium providers can continue to access the Provider Manual in Provider Direct and [Provider.MyLearningCampus](#). The secure logon required on both of these sites will provide an added level of protection to help prevent future fraudulent activity.

DO NOT REPLY to this email as this is an unmonitored email address. If you have any questions please send an email to NetworkManagement@TrilliumNC.org

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