



# URGENT

## NOTIFICATION FOR PROVIDERS

### Provider Direct – Maintenance, August

**Trillium Health Resources would like to make you aware:**

**On August 26, 2021, we will be doing updates to the Provider Direct 5.4.x system from 5:00 p.m.–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.

Also, the Trillium Health Resources IT staff would like to notify you that Midnight Saturday Night (**August 28, 2021**) until approximately **3:00 p.m. Sunday (August 29, 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.

Thank you for your patience while we continuously work to improve and develop Provider Direct.

**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](mailto:IT.Support@trilliumnc.org).

Urgent Notifications for Network Providers

