



# URGENT

## NOTIFICATION FOR PROVIDERS

### IRIS UNAVAILABLE

IRIS will be unavailable on **Monday, December 1, from 5:00 a.m. to 9:00 a.m.** in order to implement the Children and Family Specialty Plan. We apologize for any inconvenience.

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 **Monday morning** or print forms from the [DHHS website](#).

Reports can be submitted to the TP (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.**  
**If you have any questions, please send an email to**  
**[IT.Support@TrilliumNC.org](mailto:IT.Support@TrilliumNC.org)**

**URGENT NOTIFICATIONS FOR NETWORK PROVIDERS**

