

# Known Issues Tracker



Provider Type	Number of Impacted Providers	Category	Issue Description	Date Issue Discovered	Days Outstanding	Estimated Fix Date	Status	Resolution	Date Issue Resolved	Interest/Penalties Owed?	Tech Opps/Incident Number
9 Behavioral Health	All	Claims	IT has identified an issue with the 835/RA file generation and is working to generate new files.	02/08/24	1	02/08/24	Closed	New 835/RA have been generated and are available	02/08/24	No	N/A
10 Behavioral Health	All	Claims	IT has identified an issue with the 835/RA file generation and is working with our software vendor to resolve the issue	03/14/24	1		Closed	835/RAs have been generated and made available to providers	03/18/24	No	N/A
11 Behavioral Health	All	Claims	IT has identified an issue with the 835/RA file generation and is working to generate new files.	04/04/24	1	04/04/24	Closed	New 835/RA have been generated and are available	04/04/24	No	N/A
12 Behavioral Health		Claims	IT has identified an issue in Provider Direct that is impacting some providers ability to view claims.	04/16/24	1		Closed	IT has resolved the issue and providers should now be able to view claims as normal	04/16/24	No	N/A
13 Behavioral Health	All	Claims	IT has identified an issue with the 835/RA file generation and is working to generate new files.	04/18/24	1	04/18/24	Closed	835/RAs have been generated and made available to providers	04/18/24	No	N/A