

PLAN/MMIS ISSUE TRACKER

Last Update 3-3-09

PLAN	ISSUE	DATE REPORTED	UPDATE	PHPC RESPONSIBLE	RESOLVED DATE
Family Care	Retaining to many clients - in the past lose 1800 - 2000 clients beginning of each month. Currently losing 300-400 Will they lose a lot of clients if there is a system error?	1/20/2009	1/23/2009 Not Auto Enrollment 1/28/2009 Technical problem not identified	Suzanne Hart	
Family Care	Member moved, plan did not follow them. Plan serves both counties	1/27/2009	Known Defect William Johnson to look up defect #	Suzanne Hart HD00529384	
Family Care	Attached is an email of an example of a client having two open prime numbers under the same case number	1/27/2009	Send example to Randy Canoy. May be on Linking list?	Suzanne Hart HD00529416	
Family Care	Member's with address's out of our service area	1/27/2009	1/28/2009 need to have the BSU research to see if there is an existing defect	Suzanne Hart HD00529524	
Family Care	Client, is showing as lost eligibility (1/31/09), however remains enrolled in managed care until 12/31/2299	2/4/2009		Suzanne Hart HD00532722	
CCC	when we find members where the Benefits End Date ends before the Managed Care End Date How do we determine if the member is truly eligible? Who do we report these members to for correction?	2/18/2009	2/19/2009	Donna Harles (example available) HD00531721	
CCC COIHS	Member Enrollment - As of 4-8-08 member showed up as CCC. Client has never shown up on any 834's but is showing on the web portal & list created by DMAP Also, member has an MHO & Dental plan that does not serve this county.	1/12/2009 1/13/2009	1/23/2009 EDS will investigate and work through issues with PHPC	Donna Harles HD00530005	

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COIHS Advantage	They could not verify Member (#) where patient was. There is a Managed Care Special Conditions defect in the system. COIHS told not to do anything until resolution could be found.	1/22/2009	1/23/2009 Special Condition?	Donna Harles	
COIHS	Problems delivering 834			Donna Harles HD00530005	
Hayden	OHP Standard member switched to OHP Plus on the 820	1/26/2009	Tom van der Veen to complare to spread sheet provided by EDS	Tonya Burckhardt	
Hayden	The following member (#) is one of the open card members from the spreadsheet that I sent you earlier who was switched back to HFDG in the 834 file for today February 19th. Our 834 program shows consistent eligibility from 2/1/2008 to present, however the web portal now shows HFDG eligibility from 2/1/2009 to 2/19/2009. We are concerned this same error may occur when DMAP fixes the other 500+ members who have accidentally been switched to open card from HFDG thus affecting the 820 program and the financial validity of payments to HFDG as a provider.	2/19/2009	2/20/2009 Recv'd 834 file, However we have received no enrollment files for members with eligibility beginning on Monday 2-23-09	Shari Coon Samples available	
Hayden	5,571 members for HFDG were not transferred over to the February 1st 834 or were not closed out for HFDG. This seems to be the error in the monthly 834 file.	2/10/2009		Shari Coon Samples available	

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Hayden	"582 members many of whom here switched to Open Card from HFDG on February 1, 2009."	2/11/2009		Shari	
Hayden	Still have not received the 2/21/2009 820 file.	2/24/2009		Shari Coon HD00540298	
Hayden Family	Receiving negative capitation payments from July-December 2008 on patients that were in the 834 & 820 files as being eligible for services	1/8/2009	1/23/2009 Researching (suspect spec. cond.)	Shari Coon (Tonya B providing details to EDS while Shari is out)	
Advantage	The state system is showing recipients assigned to Advantage with no benefits attached	2/3/2009	re-reported 2/24/2009	Tonya Burckhardt HD00540342	
IHN LIPA	*834 PERC Code does not appear to match our understanding of Rate Group *What PERC codes are associated with which rate groups in the new MMIS. Cross walk available?	1/23/2009	1/26/2009 training with plans may be necessary	Tonya Burckhardt	
DCIPA ODS	*While trying to load the daily 834 for 02/06/09, I have come across some discrepancies within the 834 file. Member ID, PERC and change dates show one thing and the web portal is stating something completely different.	2/10/2009 2/11/2009		Shari Coon Examples Available Suzanne Hart HD00535727	
OHMS	Two members (ID #) and (ID #) show in our monthly 834 file with a subscriber of (diff. ID #), These were not on our list of linked members and (ID #) is not the correct subscriber.	1/28/2009	Holly and Donna need to research this to clarify what the problem is.	Donna Harles HD00519597 Linking 23063-0	

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OHMS	Members left out of 834, where on the spreadsheet show benefits ended the prior month but show eligible in the managed Care section	1/22/2009	1/27/2009 Confirm this did occur. It is not expected again.	Donna Harles HD00530005	
IHN	member was not on any of the spreadsheets; but shows eligible in MMIS	2/3/2009	Eligibility should go through BSU before EDS	Tonya Burckhardt	
IHN	1.) None of the 021 news had 356 begin dates after 1-22-09. ALL begin dates where retro-eligibility dates. 2.) There were 10,734 records with 001 change research showed 4 ot of 7 members RECORDS 3.) How will retro-eligibility changes be identified? Should all 001's be considered demographic updates? 4.) What defines a 001 change?	1/23/2009	Answers provided to Plan.	Tonya Burckhardt	
			Eligibility should go through BSU before EDS		
OHMS	Aleesa O., OHMS 132766 received 2 payments 1/22/09 for 7748.26 & 1/27/09 for 6587.66 and is unable to match the payments with anything they have received to date.	1/30/2009 835 Issue	Eligibility should go through BSU before EDS	Donnal Harles HD00531045	
	We have another member. If you put in today's date into MMIS he shows not elig terming 4/30/2008 under benefit plan. If you put in the range from 1/1/2008-1/30/2009 he show ohms elig. We were paid cap on him through DEC 31 2008.	2/2/2009		RTE & MMIS don't match	
DOCS	Some members that show as eligible as of 01/19/08 were not on the "ongoing" 834 enrollment file	1/28/2009	Eligibility should go through BSU before EDS	Tonya Burckhardt	

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DOCS	834 file contained members with invalid group codes	1/22/2009	May be related to "Birthday" issues ID'd in spread sheet, or "D and K" issue.	Tonya Burckhardt	
DOCS	Address overlay	2/18/2009	Should not effect recipient letters.	Tonya Burckhardt	
Multi-Care Family Dental	Coverage switched without consent	1/22/2009	Actively being worked on.	Donna Harles Suzanne Hart HD00529848/HD00527334	
Family Dental	3,000 people put on plan then removed and put on open cards	2/5/2009			
Care Oregon Kaiser	Cannot enroll member from CareOregon FCHP into Kaiser PCO with a future effective date. It gives an error message of Error: 3039: Requested PCO Plan in invalid with FHCP or PCM- TXN Rejected.	2/12/2009	See Donna for workaround	Michelle Helmer HD00536579	
Care Oregon MRIPA	Client is actively enrolled with 2 DCOs and 2 FCHPs at the same time.	2/13/2009		Donna Harles HD00536753	
ODS	System retrodisenrolled client from ODS Dental and put on an exemption to managed care. Client should have remained enrolled with dental plan.	2/2/2009 2/5/2009	PHPC has examples	Suzanne Hart HD00531272	

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ODS	Medical members who are still enrolled ongoing on their plan, but whose eligibility ended	2/4/2009	2/4/2009 This is a widespread known issue. Clients who ended eligibility on 1/31 have an enrollment end of 2/28. We are talking about a datafix to move their enrollment end to 1/31, & are also examining to see if the disenrollment process (that sets these dates) is doing this 'as designed' or if this is a defect.	Suzanne Hart HD00532722	
ODS	Not received a daily 834 Enrollment file for the last two days. not received enrollment file for 2/24/09 and 2/25/09	2/11/2009 2/26/2009	The files for the 2/24 and 2/25 cycles have not yet gone out to the plans. This is due to the long-running production cycle.	Suzanne Hart (This defect is being actively worked by the EDI team). HD00535727	2/11/2009
ODS	Mailbox TPxxxx59, received two files in the past two days, file number 102xxxx and 103xxxx which have 18,871 change members of the 19,153 total members represented.		2/27/2009 Why are these file so large? what kind of effect this is going to have on our system?	Suzanne Hart HD00528864	
DHS Office	Caseworker has updated clients address in RealTime however address change is not coming through on MMIS.	1/27/2009	Send example to Randy Canoy	Suzanne Hart	

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Dental E.R in Bend	Person in E.R Currently shows Hayden as Plan, but MED benefit package	1/28/2009	Benefit plan MED was effective 11/01/2008. There were several lines in the benefit plan field that were historied out, possibly that is why there is plan enrollment with Hayden through 01/31/2009. I have also verified that capitation was paid for the month of January Plan enrollment is set to end 1/31/09.	Tonya Burckhardt	2/4/2009 Resolved - Further Education is needed
MPCHP	Enrollment ended 1/31/09 with reason code LE. However, our FACIS/IIS eligibility screen shows no loss ineligibility since it was determined on and beginning 11/26/08 forward.	2/3/2009	Eligibility should go through BSU before EDS	Donna Harles HD00537983 HD00521902	
LIPA	Gender missing on clients	2/4/2009		Donna Harles	
LIPA	Pharmacies are still reporting problems with payment adjudication through EDI	2/4/2009		Donna Harles (for Shari)	
LIPA	<p>DISENROLLMENT:</p> <p>*Web Portal information is showing incorrect (as far as I can tell) eligibility information . to the providers</p> <p>*There are members that lost OHP coverage (Benefit Plan section of web portal) on 12/31/08 but were not termed from the managed care plan until 1-31-09</p> <p>*Members are missing blocks of coverage in the OHP (Benefit Plan) section of the web portal but have an active block of coverage under managed care</p>	2/4/2009	<p>Eligibility should go through BSU before EDS</p> <p>2/18/2009</p> <p>Spoke about this in meeting it is a priority</p>	Donna Harles (for Shari) HD00531721 HD00519597	

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LIPA	Retro active member PERC change 20 or so records are kids turning age 1. Member not in month 834 file, in daily 834 as a change	2/5/2009 2/24/2009	Q. Why is system backing up 4-5 mo The PERC change should happen either on the birthday or after	Shari Coon PHPC has sample	
LIPA	Member has two open Prime Numbers	3/2/2009		Shari Coon	
LIPA DOCS	There are unexplained retro 820 cap adjustments being made. Member's are being retro termed back for months and cap payments recouped	2/9/2009		Shari Coon Tonya Burckhardt	
DCIPA	issue regarding medications they paid for clients who were not enrolled in their plan.	2/23/2009		Shari Coon HD00539870	
DCIPA	MMIS-Rate codes	2/24/2009		Shari Coon HD00540427	
DCIPA	crosswalk code for members with Medicare A & B within the HD04 segment.	2/25/2009	forward to the MMIS/EDS team to add to the issue tracker. "It's a known bug as far as we know (Raquel)"	Shari Coon	
Tuality	received 6,191 members records all marked as "new" with effective dates that go from 1995 through December 9, 2008. Is this file related to the "catch-up" we are all waiting for? There were no termed or ongoing members on this file. any errors reported on the first file created after the holiday, 2/16/2009? We can't not use this file as it is	2/25/2009	Daily 834 file issue	Suzanne Hart HD00541122	

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<input type="checkbox"/> OCHIN Marshall Karor	Need to see the Case Id and the Case Name. This is used to determine CSD = Foster Care; "SSD" = Aged or Disabled; "AFS" = Adult and Family Services This information is in the membership file but providers are not able to verify this by looking on the web site.	2/6/2009			
	*Do not find any Foster Care children having a NM1*QD segment. This means that the child is also the Foster Parent.				
<input type="checkbox"/> ALL	Calls from the plan reporting that the enrollment screens on CM were not allowing case workers to enroll recipients in open plans after updating the case transactions	2/19/2009		Donna Harles (examples available) HD00538771	
	23477 Failed in training. Exemptions that apply to DCM enrollments don't "stick".				
	Disenrollment Issues 12-31 thru 1-31				
<input type="checkbox"/> Child Welfare	Enrollment has ended other than month end, e.g., mid-month, and it is affecting clients from all divisions.	2/26/2009	Suggestion: One way to resolve this is for Child Welfare (CW) staff to enter open end dates for enrollment	Shari Coon (contact person)	