

ID	Status	Health Plan	Date Issue Identified	Number of Days Outstanding	Category	Provider Type	Number of Impacted Providers	Interest/Penalties Owed	Estimated Fix Date	Issue Description	Resolution	Date Resolved
10	Open	OCH	10/15/2025	208	Pre-Adjudication	All	TBD	TBD	TBD	<p>OCH identified an issue where providers are being removed from a reference file 30 days after their termination date. As a result, some claims are being denied incorrectly during early processing, even though they should not be denied at that stage.</p> <p>To help prevent further incorrect denials, a temporary process is in place that uses a more complete provider file when reviewing claims. However, this process needs an update to ensure that any claims denied during early processing are reviewed again to confirm whether the denial is appropriate.</p>	The pre-adjudication team will start using the same inclusive file that encounters currently uses until the State resolves the issue causing providers to drop off in the data lake. Once the fix is in place, a large claims sweep or project will be completed to ensure all claims that denied incorrectly are reviewed and paid as appropriate.	
14	Closed	OCH	3/13/2026	17	Configuration	All	TBD	No	4/1/2026	Model Office received notification of New Codes for April 1, 2026	Update RF0400 to remove cL and change TT to NC on the codes below: 0614U 0615U 0616U 0617U 0618U 0619U 0620U 0621U 0622U 0623U 0624U 0625U 0626U 0627U 0628U 0629U 0630U	3/30/2026
13	Closed	OCH	2/5/2026	54	Other	All	1120	No	3/17/2026	The automated BOT process had the date of the PMF in the incorrect format causing claims to deny incorrectly as the most recent file was not being utilized.	The SQAT Bot team corrected the date format issue and implemented an audit process to ensure improved accuracy going forward.	3/31/2026
11	Closed	OCH	7/1/2025	307	Cost Share Job	vision	214	No	5/15/2026	Cost-share logic is incorrectly applying a copay to routine vision codes and must be updated to exclude them.	The fix was moved to production on 1/30/2026. No provider action is needed, and a claims project is underway.	5/4/2026