MCE Gainwell Monthly Technical Meeting

Meeting Details

Meeting Name:	MCE Gainwell Monthly Technical Meeting
Leader/Facilitator:	Dennis Dowling, FSSA; Joyce Lee, Gainwell
Location, Date and Time:	Tuesday, December 21st, 2021; 2:00 PM; webex
Scribe:	Craig Nielsen

Attendees

Anthem		State		Gainwell	
Gretchen Atkins	X	Meredith Edwards		Rebecca Young	X
Jean Caster	X	Nonis Spinner	X	Rebecca Siewert	X
Tracy Silvers	X	Angela Todd		Bill Anderson	X
Jason Adams		Ralph Jones		Sharon Ricketts	
Tuan Nguyen	X	Dennis Dowling	X	Wanda Williams	X
LaDawna Richmond	X	Stephanie Guetig	X	Stephanie Cari	X
Cynthia Bell	X	Keena Baumer	X	Karen Grays	
Trang Cooley		Craig Nielsen	X	Denise Brown	
Tracey Welch		Mark Wiley		Xenia Hastings	X
Ferdinand Cajigal		Daneida Dooley		Jerry Heady	X
Ron Stoughton	X	Natalie Angel		Rubi Multani	X
Stephen Egan		Tamra Mitchell	X	Beth Linginfelter	X
Amy Tate		Maria Schelli-Merrifield		Ginger Brophy	X
Maura Wenglarz	X	Shawna Frazier		Joyce Lee	X
Cindy Riley		Susan Beecher		Tisha Arberry	X
Natalie Snow	X	Ryan Callahan		Angela Tynes	
Sabrina Reynolds	X	Megan Anderson		Melinda Kent	
MHS		Colin Woods		KC Sushant	X
Geoff Petrie		Shannon Effler	X	Nastassja Daniel	
Brett Norris		Paul Fruits		Greg Hershberger	
Taylor Fulner		Melinda Baker		Greg Zimmerer	X
Kumar Aggala	X	Brian Arrowood		Vanessa Ransom	
Stoshala Payne	X	Taylor Walters	X	Indea McCombs	
Anastasia Spurgetis		Linda Gaddis		Doug Crain	X
Chelsea Trotter		Roberto Castro		Patrick Nommay	
William Wilson		Lynne Mong	X	Julie Baca	
Melissa Steever		April Blevens	X	James Burden	X
Chad Nelson		**CareSource**		Tangudu Deepika	
Brian Schnettgoecke		Trish Kappes		Shantel Silnes	X
Jerri Davis		Samantha Walton	X	**Optum**	
MDwise		Lindsay McGuire		Harini Kasamsetty	
Jason Thacker		Jeff Severino		Harsha Jasti	
Michelle Okeson	X	Kristina Vanbelkum	X	**Maximus**	
Raeann Brown	X	Lindsay Young		NaKeita Boyd	X
Marcia Shively		David Rose		Jennifer Haas	
Bonnie Kegin		Akbar Shareef		**HMA**	

Attendees					
Jim Matthews		Gary Ziegler		Kaitlyn Feiock	
UHC		Resalot Taus			
Kavitha Thomas		Chelsi Hall	X		
Elizabeth Adams		Jeffrey Kardatzke			
		Vandita Patel	X		

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
1	Providers incorrectly enrolled based on the license information submitted	Shantel Silnes	Gainwell is still awaiting confirmation from Anthem, MHS, and MDWise that claims paid by the MCEs for the list of rendering providers that were enrolled incorrectly have been reviewed, recouped, or offset based on the MCEs final decision. Emails were sent on 10/1/21 and 10/25/21 as well as claims information sent to four of the five MCEs the week of 10/25 for review. (Gainwell has confirmation from CareSource and UH at this time.) Gainwell needs this feedback to close out an action item. December Meeting: • Raeann: Will follow up for MDwise • Kumar: Will follow up for MHS • Jean: Will follow up for Anthem; it looks like the list have LPIs on them, team is asking if we can get with NPIs. • Shantel: Yes, we can send with NPIs

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2	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)	Jason Adams	November Meeting: • Gretchen: Seeking feedback from State on what trends we expect moving forward (for instance, trending down with unemployment? Etc.) • Natalie: No official estimates, but we don't have a lot of new Medicaid applications • Meredith: Further growth not anticipated, working toward projection of any membership changes in other direction December Meeting: • No further questions January Meeting: • Dennis: Continue through PHE, which is likely to extend through 2021 • Jeff: Is there a new category for HIP? • Nonis: No, it's an existing one. • Gretchen: Is cost share distinct from PHE? • Nonis: Now intertwined. February Meeting: • Nonis: Provided update on evolving PHE landscape and guidance. March Meeting: • Keena: No update April Meeting: • Meredith: Official extension, but can only do every 90 days, but informally expect to be extended through end of 2021. July Meeting: • Nonis: No update August Meeting: • Keena: No update September Meeting Update: • MCE PHE End Workgroup September Meeting: • Angela: Look for updates from me/Meredith on workgroup for PHE end alignment. October Meeting: • Meredith: Meeting on 10/26 to discuss November Meeting: • Meredith: There are no updates. December Meeting: • Nonis: Still going on, have not received 60 day notice so not January

Agenda Items

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3	Post-PHE Operations MCE Test Plans	Angela Todd (Meredith Edwards, Kaitlyn Feiock)	• MCEs to provide OMPP with a list of processes each will need to test before resuming normal operations post PHE. Include timelines for testing, test files needed, and other system engagement. **May Meeting** • Meredith: Brainstorm what MCEs need • Gretchen: Ensure Payment files are moving, HIP files in general (Particularly potential plus), Members 66+, etc. • Kavitha: Whole Cost Share • Bill: Agree with Anthem, also how Medically Frail moves back in **June Meeting: Requests from Anthem:** • How will the potential plus process happen after COVID? Will there be phases and how does that work? • How will open applications be handled? We would like the state to consider terming all open applications with a current term date and start fresh with a current applications. (we prefer no retro term dates) • Confirm Testing Items Received **June Meeting:** • Gretchen: When are we beginning? • Angela: Digesting these and coordinating with all systems/schedules • Kaitlyn: Sooner rather than later (roughly 60-90 days) to start testing • Kaitlyn: Everybody left in basic will have a potential plus applied to them. • Kaitlyn: Applications after will be handled like pre-COVID. • Nonis: We will start sending out to individuals to give opportunity to report any changes, still no negative actions as a result yet. **July Meeting:** • Rebecca: working with the state to roll some items back. • Meredith: I do not have a timeline yet. **September Meeting:** • Angela: We had slated for Sept. though that didn't happen, now looking at perhaps November for testing and if PHE doesn't end this year and goes into 2022, trying to get timeline together for what testing would look like, coordination with IEDSS, etc. More to come. **October Meeting:** • Meredith: Will talk about more during next meeting on 10/26. **November Meeting:** • Meredith: continue to work with the state to determine a timeline for PHE end. **December Meeting:** • Nonis: If Build Back Better legislation passed may expect an impact.

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4	59372 - Encounters for FQHC and RHC's	Jason Adams	February Meeting: - Jason: Implementation date/timeframe/project plan March Meeting: - Greg: Work will be complete end of month, request currently being evaluated to delay effectiveness to July - Question: What are the three CRs, and is Dental a 7/1 implementation? - Greg: Main CR is 59372, another is for an enhancement, and a third is for dental. Dental is not a 7/1 implementation date, but with delay to effectiveness of other, may pull into July by doubtful. April Meeting: - Greg: Small enhancements being approved by state and decided when that will go live; tentatively scheduled for July (Medical); change control for that may not go live with it; August for Dental May Meeting: - Dennis: Still scheduled for July June Meeting Request from Anthem: Planned July 28 go-live on target? Dental Vendors requirements or design document (project GT-2638)? June Meeting: - Ginger/Rebecca: Will follow up with Dave Murphy - Scott: As far as I know, 7/1 for Medical and Behavior health is still happening; Dental may still be later but retro'd back to 7/1 July Meeting: - Greg: the dental is on track for the August implementation August Meeting Request: Please provide update on the Dental Wrap Implementation Date August Update: - Melinda: Several providers have reached out saying they're not getting wrap payments. Codes that are coming over with claims data are showing inaccurate or missing ARC codes. - Melinda: Providers will be billing with D9999, MCEs are supposed to pay at 0 (not deny) and sent to Gainwell which will process wrap payment on it. 9/29/21 is the projected go live date. September Meeting: - Dennis: Meeting daily about some of these issues - Anthem: Our reprocessing will be done by 9/24, should see them on 9/29, will attempt earlier on 9/28. October Meeting: - Melinda: Nothing new since Friday, will give an update Wednesday or Thursday. November Meeting: - Melinda: at 98-99% of all claims have been paid. December Meeting: - Dennis: Nobody to give more specific update

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5	HCC Medworks Project update	Jason Adams	February Meeting: • Jason: requirements and workgroups? • Ginger: Updates sent 2/12/21 March Meeting: • Ginger: Appreciated update, moving forward April Meeting: • Ginger: Moving forward • LaDawna: Will need to know when • Ginger: Expect testing in August timeframe May Meeting: Request updates on test-plans and timelines for December, 2021 go-live: • Jason: Current timeline (mentioned may be earlier) and test files related to that • Meredith: Connected to PHE timing; working on test plans • Ginger: Working on figuring it out, no timeline quote yet June Meeting Request from Anthem: Requires coding changes for MCE's - possibility of a work group? June Meeting: • Ginger: We've had to move the release date out, had indicated August for vendor testing, will probably move out to November. • Kavitha: Will sample premium file take until November? • Ginger: We should be able to get that out earlier, maybe September. July Meeting: • Ginger: the implantation date has moved out to January. Currently in SIT. The updated Business Design was sent out last month. • Jason: how many network member are included • Nonis: a total of 3,072 members in MEDworks. 2,445 are in fee-for-service. Anthem has 431, MHS has 192, and UHC has 3. • Gretchen: we would like to be a part of regression testing. August Meeting Update: The high level schedule for the vendor testing is below: • Provide Cost Share Premium MCE interface file example to MCEs – 8/30 • Provide test plan to MCEs and Optum – 9/10 • Touchpoint call – 9/20 (immediately following MCE Tech mtg call) • Data Prep/834s – 11/1-24 • Kickoff call – 11/15 (immediately following MCE Tech mtg call) • Execution – 11/29-12/17 (between Thanksgiving and Christmas) August Update: • Ginger: Expect to have Premium Vendor MCE interface file by end of month for MCEs to pull off of file exchange, • Kavitha: Can you provide location? • Ginger: Yes, we will September Meeting Update: Ginger provided example via email September Meeting: • Ginger: Go live still January, do we have update from MHS? • Kumar: We are on track October Meeting: • Ginger: Sent out Vendor test plan this morning; we can run through that after this call. November Meeting: • Ginger: an updated test plan was sent this morning from Julie Baca. Will move forward with vendor testing execution (January implementation). December Meeting • Ginger: Believe all the MCEs are done; awaiting validation step from Optum. 80% complete on SIT testing; trying to get groups complete to send to State for review.

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6	Pregnancy Supplemental File Response – 'E03 - PREGNANCY END DATE IS NOT PROVIDED'	Manju Nair	I believe we are getting this error when we report the second pregnancy while the first MAMA never ended due to the PHE situation. (Submitted this item to Gainwell) (See above) June Meeting: • Kumar: We are receiving for supplemental files, not sure why we are getting this as our data matches 834s. • Rebecca: Is related to PHE. July Meeting: • Rebecca: the initial NOP recorded there will not have an end date. Looking into logic for 834s. • Nonis: are the records being stopped? Keena and I will look into. August Meeting: • Keena: Both have defects open: E03 (219215); E04 (217216); released sometime in November September Meeting: • Keena: No updates, should be released sometime in November. October Meeting: • Meredith: No update. November Meeting: • Keena: The release date was 11/6/2021. December Meeting: • Keena: As far as know, was updated, no problems reported to me, can close.

				Could these be shared with MCEs? We run into issues with eligibility and are told that they are due to known IEDSS issues. It would be helpful to know what to look for. (An example is mid-month terms due to IEDSS only sending the future segment to Gainwell. It causes a gap in eligibility for the member.)
7	List of IEDSS Defects Affecting Eligibility	Michelle Okeson		**June Meeting:** • Ginger: We do still occasionally get this example were IEDSS where IEDSS doesn't send the current eligibility segment with future or retro; causes Core to close down the BP. Then a few days later will get a new current segment, but BP doesn't always reopen. • Keena: IEDSS is working on this, put in a fix last week or today; two more fixes to go into effect in September to fix this; we are fixing as found in the interim. • Raeann: Can this be shared before we discover these independently? • Keena: I can get with IEDSS and Nonis and we can get to you. **July Meeting:** • Nonis: we are tracking the defects monthly. • Keena: 217895- no gender is being indicated. Currently working to fix the gender. • 218783 – Working to change the file. • 216854 – Talked with Angie about this defect last week. The conformation date should be the date to act on. • 219171 – The date of death is being corrected. • 219126 – their acting on the record • 219216 – Because of the Public Health Emergency, Keena is looking into this with IEDSS. • Ginger: the CDE files are not in the proper format, as a result the files are not processing correct. I will provide examples. **August Meeting Update:** • 217895- this is the defect regarding gender. This could cause issues for MCES regarding billing if they have no gender listed for member in file they receive from CORE. • 218783-zipcode update. if members zip code is updated and changed in our system it may not automatically transfer to MCE's databases. • 216854 - This one may affect the MCE's it is when a medically frail and no pay come over on the same day. It was causing people to close for the no pay. • It probably won't affect us until the PHE is over and no pay's start again. • 219171 - Date of Death defect, erroring out dates of death due to trailing spaces in names • 219126 - Inserting frail for people not disabled • 219216 - Pregnancy end date issues. Not a pregnancy issue this is for processing an MA D application. So, this one should be removed from this list. • 217216 - EO4 Response file issue. Currently even though the end dates are in sync we also check for the due dates and if they have a mismatch E04 is sent on the response file. • 216150 / 216151 / 216148 – these are the three defects for the mid-month closure issues…they are scheduled to be released 9/11/21 • 219215 – This is to fix the EO3 Response file that the MCE's are receiving when they update the NOP for a member. • Michelle: There was a comment made that the two defects referenced in the June meeting (for implementation in September) were not on the list provided by Keena. She was going to provide information on those as well. **August Meeting:** • Keena: 219216 should be removed **September Meeting:** • Keena: There were two recently, gave information to Ginger because was issue between IEDSS and Gainwell (220652: Pregnancy end dates not in correct format) and one other (214516: When suspended member comes out of jail

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			they get unsuspended, system will auto-authorize all of those back months which were suspended, though would be fixed in release 13, one defect still requires research.) October Meeting: • Meredith: No update on errors or defects • Ginger: Haven't heard of any further instances November Meeting Update: • Keena: 220652 – I was told by IEDSS that this fix already went into place. Is it working correctly on your end? • Keena: 214516 – This one went into effect also but we are still catching some of these errors and reporting them to IEDSS to research further. November Meeting: • Keena: 22065 – there are no additional findings from this defect. • 214516 – Ginger – there have been no additional findings. • 222624 – PHE edits are in place that are not retaining the SO Flag. There is currently no release date (will remain until PHE has ended) • 219434 – Feb 12, 2022, release date for implementation of fix. December Meeting: • Keena: Will look at ones prior to November meeting and let know after.

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8	COBA Box 33 billing rules	Jason Adams	Medicaid vs Medicare June Meeting: • Jason: Is there a difference in rules between Medicaid and Medicare, and if so, what are those? • Tracy: We know there's a difference, Medicare asks for Billing Address; State asks for Service Location. • Rebecca Y.: Confirm Tracy; we require Service Location. • Tracy: We won't make a one-to-one match then because of this difference; will pay and be sending encounters as received from Medicare; if it fails your validation it will be reported on 277U, which we don't always get in a timely manner. • Rebecca: 277U issue wasn't on your side, was on our side, still working Mid-March (17th) one. We will report those Box 33 errors back. I don't know if it would factor into rates. • Dennis: Don't know either, will need to leave open. July Meeting: • Jason: I am not sure that we have a solution. • Rebecca: I will follow-up with Rebecca. August Meeting: • Rebecca: There are differences between what Medicare requires in box 33 and what we do. • Stephanie: CR GT-3459 in deferred status to address this; never gotten traction. September Meeting: • Rebecca: Will have to follow-up on CR status. October Meeting Update: Concerned COBA claim may fail billing provider validation. Confirm that even if validation fails, it will still get counted for rates. October Meeting: • Rebecca: Will need to follow-up with Rebecca Y. to confirm those get counted. • Jason: Please let us know. November Meeting: • Rebecca – Jason will follow-up to determine if this is still an issue. December Meeting Update: Jason: Concerned COBA claim may fail billing provider validation, and if the provider is an FQHC provider, then a wrap payment won't be received, which has the potential to cause provider abrasion. December Meeting: • Stephanie: Met with Kathy about GT-3459 • Rebecca: Hasn't heard anything else from Jason • Tracy: Did we conclude that FQHCs/RHCs should receive a wrap when Medicaid is secondary to another payer? • Rebecca: Medicare x-over are not paid the UHC rate • Tracy: What if coverage was other than Medicare • Rebecca: Outlined in FQHC module; comment on FQHC report that says no wrap on x-over • Tracy: If that's the case we can close this one out. • Dennis: Will validate with Rebecca Y. via email.

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9	Two New Projects	Jeff Severino / Jason Adams	Last week I received two notices from Joyce about new projects that have never been mentioned before: GT-7595 Generate 834 (Historied Non-Current MCE) – Charter received; do business design documents exist? If not, when should we expect to receive those? GT-8174 D-SNP Eligibility Verification - did not receive charter or business design documentation (received charter for GT-7753). Can we get an overview of these? I want to ensure we understand the scope so we can folks engaged. August Meeting Update: • Joyce sent charters for these projects August Meeting: • Jeff: This meeting is supposed to give us advanced warning of these coming out, but these were a surprise, so resourcing is in a rushed state. • Greg: We only review those which are scheduled, maybe we talk about new projects which are on the books, will take under consideration. • Joyce: Came out of this meeting. • Stephanie: Can we talk about how to restructure that Thursday discussion. • Dennis: Yes. September Meeting: • Joyce: GT-7595: We have another requirements session later this week. GT-8174: We're in technical design and will start SIT shortly. • Greg H.: Both are being added to the Thursday meeting for review as well. October Meeting: • Joyce: 7595: Session scheduled to review Business Design with goal to review by end of month; 8174: Finished SIT, only one DSNP that will utilize interface, rest will use existing MCE interface. November Meeting: • Joyce – 7595 – Business Design was sent earlier today. • DSNP – is currently implemented. December Meeting: • Joyce: 7595 – scenarios will go out in a couple weeks to be reviewed
10	GT-8232 (VPN Tunnel Migration)	Jason Adams	Do we have any timelines available? September Meeting: • Ginger: I'm still missing a contact for MHS and the State. Does EDW have access to Core? If so, need them as well. • Dennis: Will get you IOT contact and reach out to EDW. • MHS: Will send. • Ginger: Don't have release date yet. October Meeting: • Ginger: We have all of the contacts now, so we'll be getting initial information out and looking to schedule. November Meeting Update: • Jason: When should we look for Anthem to be ready for MCE migration so we can be as prepared as possible? November Meeting: • Ginger – I will be reaching out via email today to schedule the VPN cut over. December Meeting: • Ginger: Met with a couple of the MCEs; we are moving forward with preparations / IP address validation; sent emails a couple weeks ago

Agenda Items

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11	FQHC Monthly Reports	Melinda Baker	Several of the FQHCs state that they are not receiving their monthly reports from the MCEs. Some have said that they get them from a couple of the MCEs but not all and some don't get any. Seeking to confirming that the MCEs have valid email addresses and check to see if they have had any bounce backs. November Meeting: • Melinda – Working with Sue Beecher to add an additional field for Patient Number. December Meeting: • Dennis: Dave managing; moving forward • Jean: I think we don't have data from Gainwell for all claims back to 7/1, FQHCs are speaking up • Rebecca Y.: Working with SE on Anthem data.
12	Gainwell's first name / last name defect	Jason Adams	When will the list of "untruncated" full first names and full last names (and RID) be sent? And as a follow up question to that, how often will updated lists be sent? Daily? Weekly? Do we have a projected resolution date? December Meeting: • Joyce: I sent out last week to all MCEs • Gretchen: We did get; can we make sure when fix goes in can we get heads up? • Joyce: Yes, will communicate when we promote code and trigger for those members. Was our 834 roster table didn't match our base member table. There were quite a few members. • Shannon: What is the date that this will be fully resolved? • Joyce: End of February • Shannon: MCEs may desire expedited fix • Samantha: We're fine until end of February
			Review past action items and update statuses
			NOTE: The State will be working remotely starting 3/17/2020 following Gov. Holcomb's directive in efforts to slow down the spread of COVID 19. All meetings and business operations will be continued as scheduled.

Action Items

Item	Assigned To:	Due Date	Description	Status
1.	Shantel Silnes	1/24/22	Send NPIs of Providers incorrectly enrolled based on the license information submitted to Anthem	Open
2.	Keena Baumer	1/24/22	Provide update on list of IEDSS Defects Affecting Eligibility	Open
3.	Rebecca Young	1/24/22	Validate no FQHC wrap payments when Medicaid is secondary to another payer	Open

COVID-19

COVID-19 Rollback Projects

MMIS COVID19 Rollback - Prior Authorization Phase 2 (GT-8947) - To date, PA PHE measures remain in place. They were rolled back in Sept 2021 and then reinstated. The State sponsor has informed the team to hold on this change. The State is now not sure if the rollback will need to happen at this time.

Other Reference Rollback (GT-5962) – Significant reference updates were required to address COVID-19 and this CR is to roll back the updates. To date none have been rolled back.

Provider Enrollment Part 2 – Revalidation, Recertification, Risk Levels (GT-8025) This project includes the resetting of dates for Revalidation, Recertification and updating Risk Levels. The system changes were implemented on Oct 20, 2021. This project continues post implementation of the system changes, as the Provider Enrollment team works through the pent-up revalidations and recertifications from the related PHE period.

COVID-19 PHE Efforts Continuing Include

Premium Vendor - Halt Premium Payment – This project prevents accounts closing for members who are unable to make their premium payment during COVID19. Gainwell continues to apply payments daily for incoming conditional members for CHIP and MED Works. Credits will be given for January monthly vouchers after the Adverse Action day (12/16). This project will complete at the direction of the State.

Eligibility Re-Opens/CoPay/CostShare - We continue to identify and extend Medicaid Eligibility as requested by the State.

COVID Response: Provide nursing facility enhanced reimbursement for COVID positive members (GT-8730)

This project implemented on Dec 1, 2021 implementation. This allows for a $230 addition to the daily rate for qualifying nursing facilities (specialty 030), limited to 21 days, through Oct 31, 2021. This change is retroactive to Sept 22nd, and the Claims business unit is scheduling the claims adjustments.

MCE Impact Defects

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19245	2021-09-22	2-Major: No Workaround	1 - High	**PENDING IMPLEMENTATION GT-7854 - PRF Capitation For Void Records- Missing PMP Assignments**	Description: The current PRF Reconciliation Capitation process is not retrieving the PMP Assignments when the record is a Void Record. Impact: Voided PRF Capitation payments are not being recouped. Workaround: There is no workaround. However the fix will be placed in Production Override.	MO Implemented	2021-09-30	2021-09-30			The fix for this defect is in Production. However, the code cannot be formally promoted to production, until the code under GT 7854 is promoted. Because, both GT 7854 and Defect 19245 code revisions reside in the same Program. The code for GT 7854 was promoted to our Model Office test environment after the code related to Defect 19245 was promoted. If we promoted the code related to Defect 19245, we will also systematically promote the code for GT 7854 and GT 7854 has not been System Tested. In additional the Project Sponsor for GT 7854 does not want that project implemented prior to the December Capitation.
17031	2019-04-26	3-Major: With Workaround	1 - High	**TA1 returned with 006 Error, but SFTP user name is empty**	When the user authentication service is unavailable, the inbound HIPAA X12 batch files are returned as unaccepted. Impact: This happens approximately once every 3-4 months.	Open	2022-02-01				On track for 2/1/2022.

| 19390 | 2021-12-02 | 4-Minor | 1 - High | **PENDING IMPLEMENTATION GT-7595 - Generate 834 Historied Non-Current- MCE 834 flat file truncating member's last name** | Workaround: The user resubmits file or EDI support reprocesses the file.. Severity: 2 Confirmed 10/26/21 Increased to a Sev 2 from a 4 due to potential incorrect claim payment. The workaround form will be submitted by the PM. The Member Base Information database table Last Name field allows for 60 characters. The Last Name field in the 834 flat file from Core is limited to 15 characters. This may result in the 834 not providing the member's full last name to the MCE. Impact: The MCEs use the member data they receive on the 834 to print their Member ID cards. If the member's last name is longer than 15 characters, their member card will not display their full name. Workaround: None. Severity: 4 Confirmed 12/3/20 | Open | 2021-12-21 | | | | On track for 12/21/21. Defects 19390, 19398 & 19399 are related. |