

We are happy to report we have resolved almost all of the issues we encountered in our first week of operations. We have three open issues and are working to resolve these issues as soon as possible.

The current known issues and anticipated resolution times are listed below. We plan to update this list periodically.

Thank you for your patience as we work through these issues.

OPEN ISSUES

Issue	Impact/Description	Resolution	Anticipated Resolution Time	Status
Access to claims status information through the AVRS is not working correctly for November 2005 pay dates.	When checking on claims with November pay dates using MAID, DOS, or Billed Amount, the AVRS responds with "there are no claims found for provider <your provider number>." In the interim, you may check by TCN or dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.	EDS is making modifications to the AVRS program to correct the issue.	Thursday, December 8, 2005	In Process
KYHealthNet or Presumptive Eligibility seems to have slow response times.	When accessing KYHealth Net or Presumptive Eligibility application, it may take longer than normal to retrieve the selected information.	EDS is making modifications to the system and supporting infrastructure to correct the issue	Thursday, December 8, 2005	In Process
Presumptive Eligibility web application not working properly.	Provider numbers are sometimes not recognized.	EDS is making modifications to the KYHealthNet system to correct the issue.	Tuesday, December 6, 2005	In Process

RESOLVED ISSUES

Issue	Impact/Description	Resolution	Resolution Date	Status
Access to check status information requested through to AVRS is not working correctly.	The issue impacts EFT providers only. The amount is reported as zero for EFT providers. Check amount is correct for those who receive paper checks.	EDS made modifications to the AVRS program to correct the issue.	Tuesday, November 29, 2005	Resolved
Access to claims status information requested through the AVRS is not working correctly.	The AVRS was reporting back incorrect information (e.g. year of 1905 instead of 2005, not able to find claim information even when keyed in TCN).	EDS made modifications to the AVRS program to correct the issue.	Tuesday, November 29, 2005	Resolved

<p>Access to Eligibility information requested through the AVRS (using SSN or Name and Date of Birth) is not working correctly.</p>	<p>Eligibility information is requested through the AVRS by entering (1) Name and SSN or (2) Name and Date of Birth and voice response system returns a "not eligible" message. In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.</p>	<p>EDS made modifications to the AVRS program to correct the issue.</p>	<p>Monday, November 28, 2005</p>	<p>Resolved</p>
<p>Member KENPAC or Managed Care Eligibility information requested through the AVRS is not working correctly</p>	<p>If an inquiry is performed for a member with KENPAC or Managed Care eligibility and the member is only eligible for part of the dates of service in question, AVRS is returning a message that the member is not eligible. In the interim, you may dial 0# to opt out of the AVRS menu and speak to an operator to obtain this information.</p>	<p>EDS is making modifications to the AVRS program to correct the issue.</p>	<p>Monday, December 5, 2005</p>	<p>Resolved</p>
<p>Remittance Advice information from September 9 - November 23 is not available on RA Viewer</p>	<p>You cannot view these RAs via the KY HealthNet RA Viewer at this time. We are working to load the most recent claims processing cycle (November 23) information first.</p>	<p>EDS has loaded this information onto the KY HealthNet systems. As of Monday, November 28, providers find Remittance Advice information for all time periods using RA-Viewer</p>	<p>Monday, November 28, 2005</p>	<p>Resolved</p>
<p>Some KYHealthNet Passwords were transferred to EDS as all capital letters.</p>	<p>Some providers are experiencing difficulty in logging into KYHealthNet. If you have difficulty, try to login using all capital letters for the password. Contact the EDI Help Desk at 800-205-4696 if your password does not work.</p>	<p>EDS is instructing providers to key all CAPS for the password. EDS change the sign in program so passwords are no longer case sensitive.</p>	<p>Monday, November 28, 2005</p>	<p>Resolved</p>