Issue	Cause	Category	# of Tickets	Impact	Created Date	Workaround	ETA (Subject to Change)	JIRA
Overlapping Authorizations, Client on Hold	Payer is sending multiple authorizations for the same service that are overlapping	Billing / Prior Authorization	14	NV Global	1/18/2024	Payer needs to correct the overlapping authorizations	RESOLVED	PAYR - 8321
504 Timeout error received when submitting large batches of claims in Submit Invoices Screen	Sandata Configuration	Billing	2	NV Global	2/22/2024	Wait a few minutes and refresh the results on your Submit Invoices screen as the invoices will remove because, error doesn't affect submission	RESOLVED Can only submit 200 or less at a time.	PAYR-8675
Alt EVV - Unable to generate production credentials through the vendor portal	Sandata Configuration	Alt EVV Vendor Portal	2	NV Select Providers	2/20/2024	If this occurs contact Sandata Customer Support to have them create the account/users for the vendor	RESOLVED	PAYR-8906
When trying to save a staff member/Employee profile, the EVV systems was asking for a position ID to be entered	In Review	Data Entry / Employee	45	Sandata Global	3/25/2024	N/A	RESOLVED	PAYR - 9297

When changing the service codes on a visit several days after the visit occurs the old service is pulling to the invoice.	TBD	Billing	2	NV Isolated	4/11/2024	N/A	RESOLVED	PAYR - 9474
Overlapping Authorizations are causing billing visits to show as on Hold	TBD	Authorizations / Billing	14	NV Global	1/18/2024	Use the Pencil Edit Icon on the visit in Create Invoices and add in proposed times to manually confirm the visit	RESOLVED	PAYR - 9455
When Running the Billing > Claims Detail Report for any given payer the report will not pull data	TBD	Reports	1	NV Global	5/17/2024	Pull the report for all payers and export the Report and Filter the data	RESOLVED	PAYR - 9783
When registering a new mediciad ID in the Provider Registration Portal the error message "Provider ID Not Found" is displaying.	TBD	Provider Portal	8	NV Global	5/21/2024	Provider needs to contact Sandata Customer Support to open a ticket and Sandata is manually creating the accounts	RESOLVED	IN - 983
Verified Visits in Visit Maintenance are not showing in the create invoices screen to be billed out	TBD	Billing	59	NV Global	9/15/2024	Verified visits are coming into billing on a rolling basis after about 24-48 hours.	RESOLVED	SPD - 618

Billing Claims are showing as Accepted in Connect Center but are not in Medicaid / being rejected.	Change made in Optum for edits to be made.	Billing	16	NV Select Providers	9/26/2024	N/A	RESOLVED	N/A
Employee Records not showing up in Sandata EVV	In Review	Visit Maintenance	36	Sandata Global	11/18/2024	N/A	RESOLVED	SPD - 1281
Incorrect Service pulling to invoices created for S9123 and S9124 Service	TBD	Billing	2	NV Select Providers	10/28/2024	N/A	RESOLVED	SPD - 1105