Incident No	Short description	Description	Category	S

INC39857913	Dental ID card issue	Similar to INC38319546 Dental ID cards for this entire group are not pulling to th BNE portal, we first check the API request and response. If the group is 'Cirrus,' we raise an INCIDENT to OBAPI-SPT for the documentBase64 API and open a child INCIDENT for DOC-360. The Cirrus group can return multiple errors in the ID card, we escalate these cases to OBAPI. Additionally, if there are issues related to member eligibility or missin lity team or Dental Facets team, respectively. In cases where the error indicates 'Member not found,' the User Identit

INC39763328	ID cards available in Fiserv but not uhceservices for new group	ID cards for new group effective 10/1/ services. Screenshots attached. ID CARD	In the case of ID card-related incidents through the BNE portal, we begin ied as 'Cirrus,' we escalate the issue by raising an INCIDENT with OBAPI-SPT. For 'Surest' group incidents, we investig child INCIDENT under DOC-360. Various errors may arise for Cirrus group responses, as OBAPI involves multiple inte ems arise, such as missing dental coverage, we must contact the Eligibility or Dental Facets teams. For 'Member not ty team.

INC39848077	Urgent Audit Log Request	Need to know who changed QE reason from 28 Initial Enrollment to 48- L Create User ID: SYSTEM_PORTAL Subscriber Affiliation ID: 220241764 Audit Detail ID: 933148420 **Correction** We ported timestamp for transaction is before July 2024:

Case 1: Calculate the difference between the current timestamp and the reported transaction timestamp.

If the difference is more than or equal to 3 months, transaction history is erased from our BNE Splunk log.

If the difference is less than 3 months, look for logs on Splunk and/or Glassbox to validate the user session.

Case 2.If the timestamp is after July 2024:

Query the rest_audit table with the correct input for transaction type and date type.(eg. query select * from rest_api_

Share the required information with the client.
 Check if the reported timestamp for transaction is before July 2024:

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Share the required information with the client.

INC34205413	Unexpected Results ESOC for the SIFS ASO customer reports to Target BandE 10/26/2023 SIFSTARG99

1. Verify that the data being fed into the system is accurate and consistent. Sometimes, issues can arise from incorre
2. Look at the system logs in splunk around the time the report was generated. This can help identify any errors or a
3. Check the ECG loclation /reports/sifs/prod/elr to confirm files are sent from SIFS.
4. Verify the Report_details table to confirm.

Using above these steps this issues can be addressed."