**Chitate**

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| --- | --- | --- | --- |
| Claim | Issue | Issue Resolved ? / Comment | Intervention |
| 913335:1 | failed drug info | No detail lines on the Claim | First line support |
| 913333:51 | validated | Yes | Spectrum |
| 913332:28 | treatment date in 2014 whilst joining date is in 2015 | no | First line support |
| 913335:92 | failed benefits info | Benefit ‘Other Benefit’ is not being used by scheme | First line support |
| 913525:78 | failed benefits info | Benefit ‘Other Benefit’ is not being used by scheme | First line support |
| 913339:16 | provider details missing |  | First line support |
| 913294:6 | failed scheme category info | Yes | Spectrum |
| 913320:67 | failed member benefits info |  |  |
| 40452 | provider not in system | Yes | First line support |
|  |  |  |  |
| 913400:5 | failed other benefits info | Yes | First line support |
| 913115:69 | short falling | Yes |  |
| 913362:97 | no error | Yes | No issue |
| 913289:86 | no error | Yes | No issue |
| 913497:93 | failed scheme benefit info | yes |  |
| 913227:56 | awaiting activation at the time of treatment | yes | First line support |
| 913188:48 | awaiting activation at the time off treatment | yes | Spectrum |
| 9133389:77 | failed benefits info |  |  |
| 913140:83 | Short falling optical benefits with $1 | yes | Spectrum |
| **Shephard** |  |  |  |
| Lupane:  913894:15 913886:24 | Failed general consultation benefit | general consultant benefit inactive | First line support |
| MSU:  913886:72 | Failed general consultation benefit | general consultant benefit inactive | First line support |
| GZU  913893:19 913888:19 | Failed general consultation benefit | general consultant benefit inactive | First line support |
| 913830:21 | tariff info missing | yes | Spectrum |
| US Embassy  913883:21 | duplication | Payment approved 18 may |  |
| 913500:34 | failed benefit mapping (no limits defined) | Missing digit on tariff code (2991) | First line support |
| 913876:35 |  |  |  |
| 913819:52 | Failed benefit information | Failed chronic drugs info |  |
| 913746:26 | Failed benefit information | Yes failed tariff info  Missing digit | First line support |
| 913 606:7 | Failed benefit information | Yes Tariff info has missing digits (8932) | First line support |
| 913558:57 | Failed benefit information | Claim at Validated stage | Spectrum |
| 913536:55 | Failed benefit information | Claim at Validated stage | Spectrum |
| 913593:8 | Failed benefit information | Payment approved | No issue |
| 913572:76 | Failed benefit information | No ‘Other benefit’ info | First line support |
| 913554:96 | Failed benefit information | No benefits limits for (89101 and 89102) | First line support |
| 913871:39 | Failed benefit information | yes |  |
| 913871:8 | Failed benefit information | Claim at paid stage |  |
| 913831:54 | Failed benefit information | Yes Tariff code has digit missing (2207) | First line support |
| 913831:52 | Failed benefit information | Yes Tariff code has digit missing (2207) | First line support |
| 913831:31 | Failed benefit information | Yes(tariff info missing ) |  |
| 913831:67 | Failed benefit information | (tariff code has digit missing2030 ) | First line support |
| 913888:42 | Failed benefit information | (payment approved stage 12 may) | No issue |
| 913885:4 | Failed benefit information | Claim paid on 6 May | No issue |
| **Christine** |  |  |  |
| 913285:7 | awarding zero | Payment approved 20 november | No issue |
| 913910:38  913581:9 | duplication | Claim authorised 16 May | No issue |
| 913737:54 | not reversing | Claim paid 12 april | No issue |
| 913437:32 | short falling | processed | No issue |
| 913641:16 | short falling | processed | No issue |
| 913947:94 | duplication | yes |  |
| **Lucretia** |  |  |  |
| 913695:31 | Benefit info failed | Benefit ‘General Consultations’ is not active under this scheme (Universal Student Package => Access) | First line support |
| 913789:78 | Benefit info failed | Benefit ‘General Consultations’ is not active under this scheme (Universal Student Package => Access) | First line support |
| 913747::30 | Tariff info failed | Yes - solved by repacking the tariff code | First line support |
| 913558:57 | No issue | In validated stage |  |
| 913614:9 | Tariff info failed | Invalid tariff on line 2 | First line support |
| 913606:7 | No issue | In validated stage |  |
| 913572:20 | Claim revalidated | Yes | First line support |
| 913572:76 | Benefit info failed | Member changed funds |  |
| 913673:40 | Benefit info failed | Member changed funds (Benefits info changed) |  |
| 913454:40 | Tariff info failed | Invalid tariff code | First line support |
| 913593:8 | No Issue | Claim in payment approved status |  |
| 913624:56 | Tariff info failed | Invalid tariff code | First line support |
| 913163:49 | No issue | Validated the claim | First line support |
| 913615:3 | Tariff info failed | Invalid tariff code | First line support |
| 913593:12 | Tariff info failed | Invalid tariff code | First line support |
| 913536:55 | No issue | Claim in validated status |  |
| 913522:34 | Member resigned | Yes | Spectrum |
| 913115:65 | Optical – American Embassy | Yes | Spectrum |
| 913446:31 | No issue | Validated status |  |
| **Tsitsi** |  |  |  |
| 21 April EFT | EFTNo 683 | Sorted | Spectrum |
|  |  |  |  |