**May 2015 HMS Month-End Report**

**Flimas.**

1. **Support Issues reported in the month of May**

The following are the issues raised from Flimas in the month of May 2015.

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| **Module** | **Issue** | **No. of times reported** | **1st Date Reported** | **Last Date reported** | **Attended By** | **Comments from Jira** |
| **Claim Processing** | **Some claims are in queued status and cannot proceed to the next stage – payment approved** | **13** | **9 October 2014** | **29 May 2015** | **First by Tonde and now Clive** | **Claim Status not changing for some Claims in a batch.** |
| **Claim Processing** | **Claims are showing different amounts to be paid when queuing from those that have been authorized to be paid.** | **3** | **8 May 2015** | **28 May 2015** | **Clive** | **Claim saves with AwardTransactionID for another Claim. Tapiwa says it might be a plugin issue.** |
| **Claim Payment** | **A claim was paid for $3080.00 but there was no deduction on the Benefit Limits.** | **1** | **21 May 2015** | **21 May 2015** | **Clive** | **Benefits were deducting. System was showing a duplicate benefit. Affecting USA Members and Benefit period starts from August. Duplicates removed.** |
| **Membership** | **Claim No 912763:90 /91 same membership number but 2 different members** | **1** | **20 May 2015** | **20 May 2015** | **Clive** | **Data Issues** |
| **Claim Processing** | **Claim No 912817:98 Optical Benefit Limit is $140.00 – Claim awarding $139.** | **1** | **20 May 2015** | **20 May 2015** | **Clive** | **This issue was caused by benefit reversal and rounding of figures.** |
| **Claim Validation** | 1. **Claims 912881:97, 912870:82, 912861:8, 912601:66, 912830:61and 912820:18 have banking details challenges yet the banking details are there in the system** | **1** | **8 May 2015** | **8 May 2015** | **Clive** | **Not issue of banking details but the Claims do not have AwardTransactionID. Possibly a plugin issue according to Tapiwa.** |
| **Claims** | **Member has already used more than $7 000.00 on Hospitalization and surgery Benefit since Jan 2015 but nothing has been deducted from this benefit.** | **1** | **29 May 2015** | **29 May 2015** | **Clive** | **Benefits were deducting. System was showing a duplicate benefit.** |

**Flimas Juba**

Client said they will get in touch with us first week of June 2015.

**Cell Medical**

We will run Cell Med HMS upgrade in the month of June 2015.

We were not given any support issues during the month of May.

**Heritage**

We have deployed the HMS upgrade and we will move the test solution to live environment first week of June 2015 after the client has signed UATS.

Client needs us to implement Look up tool solution at the agreed quoted price of **$2500.00**

No support issues in the month of May from the old HMS system. Client has been busy testing the upgrade solution.

**Blanket Mine**

During the month of May we received two issues as follows;

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| **Module** | **Issue** | **No. of times issue reported** | **1st Day reported** | **Last Day reported** | **Attended By:** | **Comments From Jira** |
| **Claims** | **Payment processing. It’s too slow. Client spending an hour or more just processing payments.** | **1** | **21 May 2015** | **21 May 2015** | **Clive** | **Client does not like the extended process of queuing, settling and payment. He feels its too long.** |
| **Membership** | **HMS is failing to resign some dependants who are now overage** | **3** | **30 April 2015** | **21 May 2015** | **Clive** | **Tapiwa says that nothing of the sort was ever implemented** |

**Med access**

There is one burning issue with the client, and the client needs an explanation. Clive asked for help from Tapiwa but so far we have not yet received the assistance from Tapiwa. The issue is as follows;

According to the schedule from Stuart, the client has roughly about 290 paid up members for April. HMS is giving 2348 active members for April. The client needs an explanation from us.

The issue has been pending since April 2015.

**Varichem**

We are no longer going to Varichem once per as we used to do, since we have provided much of the training. The only training left is for Campaign Manager and to fine tune some their reports. We have requested a list of the reports that needs our attention and we are yet to receive those.

All issues are now to be reported via email and logged in Jira as the norm.

**GAMAS**

We received the following issues in the month of May.

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| **Module** | **Issue** | **No. of times reported** | **1st time reported** | **Last time reported** | **Attended to By:** | **Comments from Jira** |
| **Look up tool** | **Providers who are awaiting passwords for the lookup tool.** | **1** | **28 May 2015** | **28 May 2015** | **Calvin** | **Pending** |
| **Administration** | **Modifiers not recognised-in both systems** | **1** | **6 May 2015** | **6 May 2015** | **Ngoni** | **Pending** |
| **Membership** | **System recognising dates captured instead of future termination dates** | **1** | **6 May 2015** | **6 May 2015** | **Ngoni** | **Pending** |
| **Benefits** | **Client needs to be trained to map benefits** | **1** | **6 May 2015** |  | **Ngoni** | **Done** |

**Alliance**

We did not receive any support issues from Alliance in the month of May 2015.

We have agreed with Cuan that we go and show him improvements we have done on CM, the meeting presentation to be done first week of June. Basically we will show him the reports that now coming with campaigns. We will hear from him if there are any improvements he would like us to address.

**Steward Health**

We are yet to deploy the following enhancements, the client is yet to give us a go ahead.

* Look up tool - billable
* Campaign Manager – not billable
* Withholding Tax – Billable
* Bank uploading of statements – not billable.
* Accounting Statement – This will show detail invoiced versus paid amounts per member.

**Summary of issues reported in the month of May 2015**

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| --- | --- | --- | --- | --- | --- | --- |
| **Module** | **Issue** | **No. of times reported** | **1st time reported** | **Last time reported** | **Attended to By:** | **Comments from Jira** |
| **Claims** | **Claim failing validation because of failed member benefits** | **1** | **14 May 2015** | **14 May 2015** | **Clive** | **Caused by the changes the client made on Steward Bank account.** |
| **Claims** | **Gynae tariffs are failing validation on a female member giving the reason that the gender of the person claiming is male. Ref claim number 495:816** | **1** | **4 May 2015** | **4 May 2015** | **Clive** | **Sorted. Ngoni and Mike to test.** |
| **Claims** | **HMS giving a remittance report with an error where if client allocate claims using the Provider , it sums up the amount on the STB Payment Run and then deducts the gross amount claimed by a service provider leaving a shortfall for all the claims on the run** | **1** | **8 May 2015** | **8 May 2015** | **Clive** | **Client made an error by using the type Provider instead of Claims. We told them not to use Allocating Claims by provider Type had problems that we were going to fix but by Claims it is working fine** |
| **Membership** | **Client captured a dependent who was supposed to suffix 6 but picked suffix 4 who is already there.** | **1** | **8 May 2015** | **8 May 2015** | **Clive** | **Not sure what happened here. Asked Client to correct this over the phone. On the lookout for a similar case.** |