[TO-2296] CHC: Unable to test order through San Diego market Created: 26/Aug/24 Updated: 15/Oct/24

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None

Type:	Break Fix	Priority:	Medium
Reporter:	Solounge Bowen	Assignee:	Solounge Bowen
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	1 hour		
Original estimate:	Not Specified		

Attachments:	🖼 Screenshot 2024-08-27 at 10.44.44 AM.png		
Issue links:	**Blocks**		
	is blocked by TO-512	San Diego, CA -Clinic Lab Launch	TICKET RESOLVED
Vendor / Issue Type:	Break Fix, Change Healthcare/Optum		
Key Performance Indicator:	Break Fix, Data Quality & Safety Improvement, Impact on cost of care, Improved Patient Experience, Improved User Experience, Reduction of time/workload		
KPI Measure:	Track the time to resolve the third-party vendor access issue, from identifying the blocker to completing test orders in the San Diego market, aiming to minimize downtime and ensure prompt lab configuration.		
Office/Clinic Location:	CA-06 San Diego		
Vendor Ticket ID:	Case Number 09072186		

Description

Issue: Solounge Bowen is unable to make a test order within the San Diego market

Attempts

- Attempted to use all generic usernames however none of them worked
    - Solounge
    - MA Support
    - Kindbody Support
- Created a new Admin username **ktestuser** however that also did not work

Next Steps

- Create a CHC ticket to further escalate.
- See if CHC's initial errors with San Diego may correlate to the errors that I am receiving when attempting to make orders
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Comments

Comment by Solounge Bowen [27/Aug/24]

Per CHC's response:

Raza, Siraj F
to Lisa, me, Siraj, Optum ▾

10:28 AM (15 minutes ago)   ☆   ↰   ⋮

Hi Solounge,

Sandy informed she received a support ticket from Optum HD stating ALL users for San Diego are getting an error. When she reviewed the logs for the test user the HD created (**ktestuser**) there is an error with the **organization.get** which indicates Kindbody has the wrong facility objid for this site in your system. There doesn't appear to be anything wrong with the setup on Optum side.

Please confirm and verify the facility objid for Kindbody San Diego is correct – it should be **4033315614**

Thanks,
Siraj

Upcoming PTO: August 30, September 2
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Siraj F. Raza (she/her)
Project Manager, Clinical Exchange | Optum Insight

siraj.raza@optum.com

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Solounge Bowen
to Siraj, Lisa, Optum ▾

10:42 AM (1 minute ago)   ☆   ↰   ⋮

Hi Siraj ,

I was just able to confirm this was the issue !I've proceeded to update the Facility OBJID for San Diego. This has fixed the issue, thank you ! I will send out the test order now to Quest .

I was able to confirm that the OBJID was blank for San Diego in the KindEMR Facility Identifier which was the cause for the errors. With SST being down that is another field that we are no longer able to see right away unless we ask CHC. Will need to ask for an ETA on when SStT will be projected to come back up

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