**Known Error Database**

**For**

**HCM Application – TPA claims are approved in TPA web service module, but Bagic claim status still OPEN**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 15-Jan-2020 |  |
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**Approval History**

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# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

TPA claims are approved in TPA web service module, but Bagic claim status still OPEN

## Resolution

Follow below steps for issues related to ‘TPA claims are approved in TPA web service module, but bagic claim status still OPEN’:

**Step 1:** Run below query with the TPA claim number, and check if the partner id is not null and neft flag is 'Y' and the bjaz\_claim\_status is 'OPEN':

***SELECT partner\_id,neft\_enable\_flag,***

***NVL(bjaz\_claim\_status, 'OPEN'),bjaz\_claim\_id***

***FROM bjaz\_tpa\_claim\_details\_ws***

***WHERE tpa\_claim\_no = TRIM(<tpa\_claim\_no>)***

***AND top\_indicator = 'Y';***

***Note:*** Also check if the error\_message column is NULL and the claim\_payable\_beneficiary column in bjaz\_tpa\_claim\_details\_ws table is not null, in case its null, ask the user to fill in the details for the claim properly

**Step 2:** Run below with the TPA claim number, and check if the partner id is not null and neft flag is 'Y' and the bjaz\_claim\_status is 'OPEN':

***SELECT partner\_id,neft\_enable\_flag,***

***NVL(bjaz\_claim\_status, 'OPEN'),bjaz\_claim\_id***

***FROM bjaz\_tpa\_claim\_details\_ws***

***WHERE tpa\_claim\_no = TRIM(<tpa\_claim\_no>)***

***AND top\_indicator = 'Y';***

***Note:*** Also check if the error\_message column is NULL and the claim\_payable\_beneficiary column in bjaz\_tpa\_claim\_details\_ws table is not null, in case its null, ask the user to fill in the details for the claim properly"

**Step 3:** Set the partner id and process on column NULL for that TPA claim no. and ask the user to line up the case for reprocessing

***UPDATE bjaz\_tpa\_claim\_details\_ws***

***set partner\_id = NULL, process\_on = NULL***

***where tpa\_claim\_no = <tpa\_claim\_no>***

**Step 4:** Set the partner id and process on column NULL for that TPA claim no. and ask the user to line up the case for reprocessing

***UPDATE bjaz\_tpa\_claim\_details\_ws***

***set partner\_id = NULL, process\_on = NULL***

***where tpa\_claim\_no = <tpa\_claim\_no>***

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.