**Known Error Database**

**For**

**Health Insurance – System showing wrong member details**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 20-Jan-2020 |  |
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**Approval History**

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| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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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

System showing wrong member details

## Resolution

Follow below steps for resolve issues related to ‘System showing wrong member details’:

**Step 1:** We need to fetch contract id from ***ocp\_policy\_bases*** table through policy reference number

**Step 2:** We need to check,

* Member count in Member table
* Premium in Premium table
* Premium cover in Member cover & Policy cover tables
* Status action code & top indicator in bjaz\_card\_dtls

***Note:*** Refer below queries to execute above checks:

**EDIT bjaz\_scrutiny\_dtls WHERE SCRUTINY\_NO=141820338;**

**EDIT ocp\_policy\_bases WHERE CONTRACT\_ID=90768869; OG-19-1104-8429-00001891**

**EDIT bjaz\_scrutiny\_dtls WHERE POLICY\_REF='OG-19-1104-8429-00001891';**

**EDIT ocp\_policy\_bases WHERE POLICY\_REF='OG-19-1104-8429-00001891';**

**EDIT ocp\_policy\_versions WHERE CONTRACT\_ID=90768869;**

**EDIT ocp\_policy\_contracts WHERE CONTRACT\_ID=90768869;**

**EDIT bjaz\_policy\_bases\_extn WHERE CONTRACT\_ID=90768869;**

**EDIT BA\_HCP\_DT\_MEM WHERE CONTRACT\_ID=90768869; ---Delete member PARTNER\_ID -- 109839886, 109839887**

**EDIT bjaz\_card\_dtls WHERE POLICY\_REF='OG-19-1104-8429-00001891';**

**EDIT bjaz\_hm\_member\_dtls WHERE POLICY\_REF='OG-19-1104-8429-00001891';**

**EDIT BA\_HCP\_DT\_MEM\_COV WHERE CONTRACT\_ID=90768869;**

**EDIT BA\_HCP\_DT\_POL\_COV WHERE CONTRACT\_ID=90768869;**

**EDIT ba\_hcp\_dt\_premium WHERE CONTRACT\_ID=90768869;**

**Step 3:** Create below script and send it to your approval authority, once approved send it to DBA for execution:

***UPDATE bjaz\_card\_dtls SET STATUS='D'/\*A\*/ WHERE POLICY\_REF='OG-19-1104-8429-00001891' AND PARTNER\_ID IN (109839886, 109839887);***

***UPDATE bjaz\_hm\_member\_dtls SET ACTION\_CODE='D'/\*A\*/ WHERE POLICY\_REF='OG-19-1104-8429-00001891' AND PARTNER\_ID IN (109839886, 109839887);***

***UPDATE bjaz\_card\_dtls SET STATUS='D'/\*A\*/ WHERE POLICY\_REF='OG-19-1203-8429-00000383' AND PARTNER\_ID IN (111201609);***

***UPDATE bjaz\_hm\_member\_dtls SET ACTION\_CODE='D'/\*A\*/ WHERE POLICY\_REF='OG-19-1203-8429-00000383' AND PARTNER\_ID IN (111201609);***

# Document Review Mechanism

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