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# MED D - System Downtime Index

[MED D – System Downtime Details](#_Announcements)

**Description:** This document provides information to assist the MED D CCRs with handling calls during system(s) downtime. Refer to [Downtime Procedures](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9e6c6901-f053-4575-9238-3f1f68feea78) for further information.

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| MED D – System Downtime Details |

The following details have been added or updated:

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| **Date Added** | **Details** |
| 08/12/2025 | This upcoming weekend is Cognizant’s scheduled maintenance weekend. Facets and the FXI Services (including Med D tab of PeopleSafe and Compass) will be unavailable at this time. The maintenance window will start Saturday 8/16 at 6:00 PM EST and will complete by 2:00 PM EST Sunday 8/17.    Due to maintenance on Cognizant’s end, Sunday’s batch processing will be delayed and will impact TRR processing, letter processing, daily CMS submissions, and daily RxClaims processing, Billing and ALL other batch jobs.    System validation will occur after the maintenance and notification will be sent upon successful completion |

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