

Category	Primary Issues	User Action	Related Tickets	Projected Timeframe
Case Submission Error	Some cases that have been returned for Needs More Information (NMI'd) to the provider and when they are selecting the Submit button they are receiving an error message. The error message is requesting updates be made to specific records within the case, but the application is not allowing these updates due to buttons being grayed out or unavailable.	Report this issue to Gainwell by emailing us at IDProviderServices@dxc.com or send a secure message through your Trading partner Account. Include the following: -A detailed description of the question, issue or error that you've encountered -A screenshot of the issue or error -Pay-to NPI number and associated case number -If the issue is related to a rendering provider, include the rendering provider's NPI and name -If the issue is related to a license, Medicare Enrollment #, DEA, CLIA or Insurance update, include a copy of the credential	68176 - Resolved 66941 - Resolved 66635 - Resolved 66938 - Resolved 65630 - Resolved 67970 - Resolved 68117 - Resolved	Resolved
Gainwell System Error	After approving a Backdate Request, an approval delay is occurring when a provider has been approved for a backdate.	Please be patient as we continue to work to resolve this issue.	65578	Resolved
Gainwell System Error	Enrollment Status Update is a tool used by Gainwell to process the case; we are working to resolve an impeding issue with the tool as they are presented.	Please be patient as we continue to work to resolve this issue.	66654	Resolved
Case Status Error	PEA is showing the case status for an already enrolled provider incorrectly. It is showing as New, but should be Maintenance. This identified issue can cause other issues within the case.  Primary cause of the issue is when a case in NMI is submitted without making any data changes or an NMI is returned with only an attachment.	Report this issue to Gainwell by emailing us at IDProviderServices@dxc.com or send a secure message through your Trading partner Account. Include the following: -A detailed description of the question, issue or error that you've encountered -A screenshot of the issue or error -Pay-to NPI number and associated case number -If the issue is related to a rendering provider, include the rendering provider's NPI and name	65049, 68559	Resolved
Case Error	PEA is displaying an incorrect Provider Type and Specialty or it is missing within the case.	Report this issue to Gainwell by emailing us at IDProviderServices@dxc.com or send a secure message through your Trading partner Account. Include the following: -A detailed description of the question, issue or error that you've encountered -A screenshot of the issue or error -Pay-to NPI number and associated case number -If the issue is related to a rendering provider, include the rendering provider's NPI and name	65626, 67901	Resolved