

PACE/CRDP/SPBP

Provider Bulletin

May 6, 2015

Upgrade Window

This weekend, Saturday May 9 to Sunday May 10, the PACE processing system *may* not be available at the regular start time of 7:00 AM on Sunday. After the regular system closing at 10:00 PM on Saturday, an upgrade is being applied to the processing system. While it is anticipated that the installation and testing will be completed by normal start time of 7:00 AM Sunday, it is possible that unforeseen circumstances could result in a delay. If this occurs, claims will be denied with NCPDP Error 99, "Host Processing Error".

In the event a delay does occur, it will be kept to a minimum. Processing should resume no later than 8:00 AM on Sunday.

Your cooperation is greatly appreciated.

Questions may be directed to Provider Services at 1-800-835-4080.