

These are the proposed changes for an upcoming PRISM release and are subject to change based on prioritization of the defects and their impacts.

PRISM Planned Release C4-1.25.2 (11/14/2026)

Planned Release	Task Title	Office	SPOT
C4-1.25.2 (11/14/2026)	Managed Care Organization (MCO) Admin User Account Audit Timeout	Office of Managed Health Care (OMHC)	1840
C4-1.25.2 (11/14/2026)	JDK 17 Upgrade & Application Server Upgrade - Phase 2	Office of Systems and Project Management (OSPM)	18746
C4-1.25.2 (11/14/2026)	EDIFICS Upgrade to 9.4 version (NC Enhancement)	Office of Systems and Project Management (OSPM)	20161

PRISM Planned Release C4-1.25.1 (11/9/2026)

Planned Release	Task Title	Office	SPOT
C4-1.25.1 (11/9/2026)	Medicaid DW Migration to Stay on Oracle Exadata OnPrem - Option 3	Office of Systems and Project Management (OSPM)	12583

PRISM Planned Release C4-1.25 (10/21/2026)

Planned Release	Task Title	Office	SPOT
C4-1.25 (10/21/2026)	Benefit plan not rederiving after incarceration	Office of Managed Health Care (OMHC)	21122
C4-1.25 (10/21/2026)	Auto-assignment transactions remained in unprocessed status	Office of Systems and Project Management (OSPM)	21152
C4-1.25 (10/21/2026)	TAM - Benefit Letter Issue	Office of Managed Health Care (OMHC)	21229
C4-1.25 (10/21/2026)	MC payment not generated for one day enrollment in a given month	Office of Managed Health Care (OMHC)	21264
C4-1.25 (10/21/2026)	Error Message and Record Number needs to be corrected while logging Interface Error for 1009.13 file uploaded	Office of Systems and Project Management (OSPM)	10121
C4-1.25 (10/21/2026)	Discovery Date is incorrectly populated	Office of Medicaid Operations (OMO)	10659
C4-1.25 (10/21/2026)	EXT Provider User receives SQL Exception when Medicaid ID is entered & Next is Selected If Provider Type is incorrect	Office of Systems and Project Management (OSPM)	10735
C4-1.25 (10/21/2026)	Substance Use Disorder Residential Bundle Specialty Provider Update	Office of Healthcare Policy and Authorization (OHPA)	1107
C4-1.25 (10/21/2026)	Entity Payment Updates in PRISM	Office of Eligibility Policy (OEP)	1122
C4-1.25 (10/21/2026)	Hospice claims posting Error Code 1332 Unable to price for the date of service	Office of Medicaid Operations (OMO)	11745
C4-1.25 (10/21/2026)	Add Final Claim Indicator to Encounter Claims and update Error Code 20173 Accepted - Plan Denied, with rule IT bypass condition	Office of Managed Health Care (OMHC)	12168
C4-1.25 (10/21/2026)	Changes not being implemented from the additional evaluation task in MRB Case	Office of Eligibility Policy (OEP)	1224
C4-1.25 (10/21/2026)	Pega date comparison issue for the year before 1970.	Office of Long Term Services and Supports (OLTSS)	12600
C4-1.25 (10/21/2026)	PRISM Notification "Review Decision Letter is now viewable in PRISM" is not Triggering for Atypical Provider ID claims	Office of Medicaid Operations (OMO)	13241
C4-1.25 (10/21/2026)	Multiple Benefit Letters sent with no change to enrollment	Office of Managed Health Care (OMHC)	13347
C4-1.25 (10/21/2026)	Edit 5525 Modifier requires manual review - Attachment available, not posting as expected	Office of Medicaid Operations (OMO)	14066
C4-1.25 (10/21/2026)	Report member 834 termination after benefit issuance for the prospective month	Office of Managed Health Care (OMHC)	14275

C4-1.25 (10/21/2026)	Update to Interface 1501 with ORS to prevent duplicate records on Members based on coverage type	Office of Managed Health Care (OMHC)	14895
C4-1.25 (10/21/2026)	Spenddown claim applying Patient Responsibility on multiple lines	Office of Medicaid Operations (OMO)	15154
C4-1.25 (10/21/2026)	Error on Prior Authorization after viewing member eligibility	Office of Healthcare Policy and Authorization (OHPA)	15412
C4-1.25 (10/21/2026)	Restriction Error occur when Medicare is Yes overlaps Fee-For-Service and Encounters.	Office of Managed Health Care (OMHC)	15484
C4-1.25 (10/21/2026)	Match Login Provider ID to Response/Acknowledgement File record Provider ID (NC Enhancement)	Office of Medicaid Operations (OMO)	15711
C4-1.25 (10/21/2026)	Update to bypass condition for Error Codes 5532 Service covered under Mental Health contract and 5533 Service covered under Substance Use Disorder (SUD) contract	Office of Healthcare Policy and Authorization (OHPA)	15914
C4-1.25 (10/21/2026)	DSPD Internal Design Document 207 Invalid Servicing Provider error	Office of Long Term Services and Supports (OLTSS)	16520
C4-1.25 (10/21/2026)	277CA is incorrectly populating the REF*G2 segment	Office of Medicaid Operations (OMO)	16608
C4-1.25 (10/21/2026)	Prior Authorization PA Error upon viewing "comments"	Office of Healthcare Policy and Authorization (OHPA)	16677
C4-1.25 (10/21/2026)	Edit 1408 PARENT TCN/CLAIM NOT FOUND AT HEADER, not triggering, Encounter file loading failure due to parent tcn length greater than 21 characters	Office of Systems and Project Management (OSPM)	17135
C4-1.25 (10/21/2026)	Error for pending Denial Letter in PRISM	Office of Healthcare Policy and Authorization (OHPA)	17392
C4-1.25 (10/21/2026)	Prior Authorization Request list not returning all tracking IDs for a member	Office of Healthcare Policy and Authorization (OHPA)	17435
C4-1.25 (10/21/2026)	Error "Please select Other Diagnosis Code POA" is not in the DSDD	Office of Medicaid Operations (OMO)	18099
C4-1.25 (10/21/2026)	Claim Paid \$0 with Inactive Utah DRG -Expect Edit 1380 DRG not on file	Office of Medicaid Operations (OMO)	18102
C4-1.25 (10/21/2026)	Edit 5345 Diagnosis not present on admission for Inpatient claim, is posting incorrectly for claims with Non-covered charges.	Office of Systems and Project Management (OSPM)	18108
C4-1.25 (10/21/2026)	Task routing to Generate Freedom of Choice incorrectly MR1639	Office of Long Term Services and Supports (OLTSS)	18137
C4-1.25 (10/21/2026)	Managed Care Retro Incarceration Record Processing	Office of Managed Health Care (OMHC)	18400
C4-1.25 (10/21/2026)	Exclude DSPD Providers from the 1099 Process	Office of Financial Services (OFS)	18530
C4-1.25 (10/21/2026)	Error for CPT Code Y4444	Office of Medicaid Operations (OMO)	18623
C4-1.25 (10/21/2026)	Entity Not populating in Buyout payment creating an error message(NC Enhancement)	Office of Eligibility Policy (OEP)	18655
C4-1.25 (10/21/2026)	Increase defect capacity in the 1.25 release	Office of Systems and Project Management (OSPM)	18737
C4-1.25 (10/21/2026)	Remove Fax, 800 number and email from the Provider Letter Monthly List of Restricted Members	Office of Reimbursement, Coordinated Care & Audit (ORCA)	18839
C4-1.25 (10/21/2026)	System creating approved user account and in-review account (NC Enhancement)	Office of Medicaid Operations (OMO)	18968
C4-1.25 (10/21/2026)	Prior Authorization Returning Error Code P0003 Member is currently residing in a facility and the service code is not separately billable, that is not Applicable	Office of Healthcare Policy and Authorization (OHPA)	18977
C4-1.25 (10/21/2026)	Prior Authorization PA API - Document sent though API has incorrect scan date in FileNet	Office of Systems and Project Management (OSPM)	19025
C4-1.25 (10/21/2026)	Prior Authorization PA Edit P0016 Age conflict service is only covered for a specific age group, Varied Edit Not Posting Correct	Office of Healthcare Policy and Authorization (OHPA)	19052
C4-1.25 (10/21/2026)	Provider Login - Clicking Close returns to Page from External Link	Office of Medicaid Operations (OMO)	19106
C4-1.25 (10/21/2026)	Member is showing as "does not exist" but he shows up in PRISM and eREP	Office of Long Term Services and Supports (OLTSS)	19112
C4-1.25 (10/21/2026)	Provider In-review accounts start date disabled	Office of Medicaid Operations (OMO)	19121
C4-1.25 (10/21/2026)	My InBox Notification Issue (NC Enhancement)	Office of Medicaid Operations (OMO)	19130
C4-1.25 (10/21/2026)	Parent Claim stuck if the adjustment child claim goes to 277CA reject status	Office of Systems and Project Management (OSPM)	19140
C4-1.25 (10/21/2026)	Third-Party Liability Coverage (TPL) code not updating after receiving ERR on coverage	Office of Systems and Project Management (OSPM)	19171

C4-1.25 (10/21/2026)	Edifecs Translation to IRL file to 271 missing a few files randomly	Office of Systems and Project Management (OSPM)	19235
C4-1.25 (10/21/2026)	Managed Care Encounters queues for auto assignment some transactions not completing assignment	Office of Systems and Project Management (OSPM)	19240
C4-1.25 (10/21/2026)	1099 Form: Publish the Legal Name instead of the Doing Business As name in the recipient field of the 1099 Form	Office of Financial Services (OFS)	19241
C4-1.25 (10/21/2026)	Prior Authorization PA Exception Errors	Office of Healthcare Policy and Authorization (OHPA)	19471
C4-1.25 (10/21/2026)	Modification Request - Completing Review - Rejects the Modifications	Office of Systems and Project Management (OSPM)	19488
C4-1.25 (10/21/2026)	MCR Payment not Generated in May 2026	Office of Managed Health Care (OMHC)	19507
C4-1.25 (10/21/2026)	Account coding rule 06A_LineNumber_FFS_18 is not functioning correctly	Director's Office (DO)	19590
C4-1.25 (10/21/2026)	Add a BATCH RUN DATE column to the Beneficiary Lookup Tool (BLT) Views to indicate when a corrected record was generated for the 1095-B (NC Enhancement)	Office of Eligibility Policy (OEP)	19639
C4-1.25 (10/21/2026)	Error Code 20198 Surgical Code vs Surgical Code for Global Edit, posting incorrectly	Office of Healthcare Policy and Authorization (OHPA)	19706
C4-1.25 (10/21/2026)	Error Code 5529 Service is included in flat rate payment to the nursing home where Member resides, posting incorrectly. Bypass 2- If the date of service on the claim is the Service Start Date or Date of Discharge/Disenrollment on the Admission Record.	Office of Medicaid Operations (OMO)	19806
C4-1.25 (10/21/2026)	Managed Care Organization Plan List incorrect Program	Office of Managed Health Care (OMHC)	19829
C4-1.25 (10/21/2026)	System is adding copies of nursing facility admission records to list page	Office of Long Term Services and Supports (OLTSS)	19832
C4-1.25 (10/21/2026)	Please add Managed Care enrollment - error when trying to add managed care plan	Office of Managed Health Care (OMHC)	19941
C4-1.25 (10/21/2026)	Claim paying off the HCPCS not the Rev Code	Office of Medicaid Operations (OMO)	19950
C4-1.25 (10/21/2026)	Duplicate member exists across batch ID while processing 1016 job during 934 monthly file execution	Office of Systems and Project Management (OSPM)	20057
C4-1.25 (10/21/2026)	Federal Manual Adjustment duplicate issue in Data Warehouse.	Office of Systems and Project Management (OSPM)	20098
C4-1.25 (10/21/2026)	P0004 Member is covered by a Managed Care Plan, please contact the Managed Care Plan to verify that this request should be submitted to Fee For Service Medicaid. & P0005 Member is covered by a Dental Managed Care Plan, please contact, posting erroneously	Office of Healthcare Policy and Authorization (OHPA)	20100
C4-1.25 (10/21/2026)	Interface 1007 Failures - Remove the offset indicator copied from Parent claim Indicator to Child claim Indicator	Office of Medicaid Operations (OMO)	20109
C4-1.25 (10/21/2026)	837 Invalid From_Service date is copied to the To_Service Date at line level	Office of Managed Health Care (OMHC)	20110
C4-1.25 (10/21/2026)	Interface 1009.10 Errors, Character limit issue	Pharmacy Team	20111
C4-1.25 (10/21/2026)	Pended Enrollment Errors - SYSER - System Exception - service area and county as different in WIP table for newborn prospective enrollment SPLIT Address	Office of Managed Health Care (OMHC)	20117
C4-1.25 (10/21/2026)	IRS rejected the 1095B file due to CorrectedUniqueRecordId null value	Office of Systems and Project Management (OSPM)	20121
C4-1.25 (10/21/2026)	IDD220 - Rendering/Service Provider Loop (NC Enhancement)	Office of Systems and Project Management (OSPM)	20259
C4-1.25 (10/21/2026)	FileNet upgrade (NC Enhancement)	Office of Systems and Project Management (OSPM)	20373
C4-1.25 (10/21/2026)	Prior Authorization (PA) Denial Letters not formatting Member Address	Office of Healthcare Policy and Authorization (OHPA)	20382
C4-1.25 (10/21/2026)	Surgical Code inquiry with Medicaid Covered =% does not pull results	Office of Systems and Project Management (OSPM)	2059
C4-1.25 (10/21/2026)	Error Code : 150035 in Page ID: pgEnrollmentErrorTransactionList(Member)	Office of Systems and Project Management (OSPM)	20764
C4-1.25 (10/21/2026)	Bad request error is still occurring in Resolve Claims screen	Office of Medicaid Operations (OMO)	20807
C4-1.25 (10/21/2026)	Enrollment Segment with Effective Date 01-SEP-2026 to 31-DEC-2999 is Not Reported in 834 File	Office of Managed Health Care (OMHC)	20965
C4-1.25 (10/21/2026)	PRISM ON-Screen ERRORS	Office of Healthcare Policy and Authorization (OHPA)	20978
C4-1.25 (10/21/2026)	Provider Taxonomy Lookup link Directing to incorrect page (NC Enhancement)	Office of Systems and Project Management (OSPM)	21020
C4-1.25 (10/21/2026)	Exception on List Application License Certification page	Office of Medicaid Operations (OMO)	3348

C4-1.25 (10/21/2026)	Drop down Values on "dlgMCResolveEnrollmentError" page incorrect	Office of Managed Health Care (OMHC)	3349
C4-1.25 (10/21/2026)	Member Level Error Report not reporting member without Benefit Plans	Office of Managed Health Care (OMHC)	5567
C4-1.25 (10/21/2026)	Member Level Error Report reporting a case number not in eREP or XML	Office of Managed Health Care (OMHC)	5678
C4-1.25 (10/21/2026)	Update values in the Level of Care Status Dropdown in Prior Authorization and add new charge modes for those values	Office of Long Term Services and Supports (OLTSS)	6050
C4-1.25 (10/21/2026)	Employer-Sponsored Insurance Check Payee incorrect member name	Office of Eligibility Policy (OEP)	6348
C4-1.25 (10/21/2026)	Employer-Sponsored Insurance payment issue	Office of Eligibility Policy (OEP)	6863
C4-1.25 (10/21/2026)	Coverage for Alveoloplasty, Vestibuloplasty, and Periodontal Maintenance	Office of Healthcare Policy and Authorization (OHPA)	7455
C4-1.25 (10/21/2026)	Provider Revalidation Report - Letter Sent Date is Not Populating	Office of Managed Health Care (OMHC)	7753
C4-1.25 (10/21/2026)	Direct Data Entry (DDE) Screens are defaulting to End Dated Provider Location Address	Office of Medicaid Operations (OMO)	7801
C4-1.25 (10/21/2026)	Unable to update the Buyout Paid Policy field in a Buyout case	Office of Eligibility Policy (OEP)	8827
C4-1.25 (10/21/2026)	Cannot search with start and end date under Member Enrollment List	Office of Managed Health Care (OMHC)	9125
C4-1.25 (10/21/2026)	H0014 Ambulatory Withdrawal Management	Office of Healthcare Policy and Authorization (OHPA)	9503
C4-1.25 (10/21/2026)	Direct Data Entry (DDE) Screens are defaulting to End Dated Provider Location Address	Office of Medicaid Operations (OMO)	7801
C4-1.25 (10/21/2026)	Unable to update the Buyout Paid Policy field in a Buyout case	Office of Eligibility Policy (OEP)	8827
C4-1.25 (10/21/2026)	Cannot search with start and end date under Member Enrollment List	Office of Managed Health Care (OMHC)	9125
C4-1.25 (10/21/2026)	H0014 Ambulatory Withdrawal Management	Office of Healthcare Policy and Authorization (OHPA)	9503