

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 C4-1.24 (8/19/2026)

Planned Release	Task Title	Office	SPOT
C4-1.24 (8/19/2026)	Prior Authorization triggers error message VM_BVM.400380:E-Codes (External Cause of Injury) not allowed in Diagnosis Code field.	Office of Long Term Services and Supports (OLTSS)	10042
C4-1.24 (8/19/2026)	Unclear member level error report error records	Office of Managed Health Care (OMHC)	10157
C4-1.24 (8/19/2026)	837 Failed in loading due to subscriber first name missing	Office of Medicaid Operations (OMO)	10355
C4-1.24 (8/19/2026)	Interface 431 CLAIM_STATUS_CAT_CODES_IN - ADJUSTMENT_REASON_CODE SETS - INT_BUSINESS ADMINISTRATION INTERFACE REVIEW REPORT STATS 26-SEP-23	Office of Systems and Project Management (OSPM)	10577
C4-1.24 (8/19/2026)	EDI HIPAA INBOUND TRANSACTIONS "UHN Real time" Summary and Detail counts are not matching	Office of Medicaid Operations (OMO)	10578
C4-1.24 (8/19/2026)	NEMT Modivcare Encounter and EDI Submission	Office of Healthcare Policy and Authorization (OHPA)	11060
C4-1.24 (8/19/2026)	Reconcile the Outbound/Ack files generated in PRISM against the files posted to the UHN MFT Outbound Folders (NC Enhancement)	Office of Medicaid Operations (OMO)	11156
C4-1.24 (8/19/2026)	Location filter error	Office of Medicaid Operations (OMO)	11334
C4-1.24 (8/19/2026)	Error Code 20902 Duplicate encounter, updates to line level processing for rendering provider NPI	Office of Managed Health Care (OMHC)	11738
C4-1.24 (8/19/2026)	Prior Authorization Uploaded Documents - Document Name is displaying as Other when an Attachment Description was provided	Office of Healthcare Policy and Authorization (OHPA)	12312
C4-1.24 (8/19/2026)	Additional field validations for new PASRR screens created in CR 8462 (NC Enhancement)	Office of Long Term Services and Supports (OLTSS)	12489
C4-1.24 (8/19/2026)	271 Transactions not linked to the 270 Inquiry Transaction	Office of Medicaid Operations (OMO)	12548
C4-1.24 (8/19/2026)	Business is requesting the Mass Adjustment Processing steps to allow other roles to approve in the absence of the submitter.	Office of Medicaid Operations (OMO)	13058
C4-1.24 (8/19/2026)	Design Document CE UT-I Pharmacy Encounter Edits tab and On-screen configurations	Office of Managed Health Care (OMHC)	13331
C4-1.24 (8/19/2026)	Unable to submit Forgot Password Request for Oracle Financials	Office of Systems and Project Management (OSPM)	13355
C4-1.24 (8/19/2026)	Error Code 20160 Procedure has unit limit per year, posting with a valid Prior Authorization on file	Office of Medicaid Operations (OMO)	15127
C4-1.24 (8/19/2026)	UT-4 Blanket Code Qualifier Y1011-Y1013 is INACTIVE and still allowed on the PA (NC Enhancement)	Office of Healthcare Policy and Authorization (OHPA)	15213
C4-1.24 (8/19/2026)	Risk Score's Change Needed, Can't be Changed	Office of Long Term Services and Supports (OLTSS)	15394
C4-1.24 (8/19/2026)	Update the error message "PA Access" in Design Document Prior Authorization LG1 Base Use Case Enter New PA Request by Provider(NC Enhancement)	Office of Healthcare Policy and Authorization (OHPA)	15502
C4-1.24 (8/19/2026)	ViewPharmacyClaimHeaderDetail TCN Hyperlink	Pharmacy Team	15531
C4-1.24 (8/19/2026)	Third-Party Liability Paid \$0.00 and left PR amount and Medicaid Paid at \$0.00	Office of Medicaid Operations (OMO)	15852
C4-1.24 (8/19/2026)	EDIT 2005 Missing Ambulance Service modifier(s), a single modifier is currently being incorrectly treated as both the source and destination for ambulance claims.	Office of Medicaid Operations (OMO)	16065

C4-1.24 (8/19/2026)	PRG-2829 Case Management Agency Correction	Office of Long Term Services and Supports (OLTSS)	16267
C4-1.24 (8/19/2026)	Reg Alignment issue in the Correspondance Template (NC Enhancement)	Office of Long Term Services and Supports (OLTSS)	16581
C4-1.24 (8/19/2026)	National Drug Code List screen is just spinning and does not resolve	Office of Medicaid Operations (OMO)	16635
C4-1.24 (8/19/2026)	Edit 5354 Services not paid when unbundled, posting incorrectly	Office of Medicaid Operations (OMO)	16738
C4-1.24 (8/19/2026)	Historical tables proposal for interfaces STG tables(NC Enhancement)	Office of Systems and Project Management (OSPM)	16839
C4-1.24 (8/19/2026)	Error Code 5522 Missing or invalid prior authorization number for Inpatient psychiatric services, posted incorrectly	Office of Medicaid Operations (OMO)	16846
C4-1.24 (8/19/2026)	New DataStage PROD: Sequence generator issue - phase 3 (PRV, GS, PA, TPL, CARE, CASE)	Director's Office (DO)	16940
C4-1.24 (8/19/2026)	Edit 1332 Unable to price for the date of service, bypass is not working	Office of Medicaid Operations (OMO)	16960
C4-1.24 (8/19/2026)	Edit 1217 Timely Filing - Attachment available, Forced by User A on 12/12/25 but shows another user and date	Office of Medicaid Operations (OMO)	17232
C4-1.24 (8/19/2026)	PEGA displaying incorrect age in MRB Review Case	Office of Eligibility Policy (OEP)	17316
C4-1.24 (8/19/2026)	Add Medicaid's MyBenefits verbiage to Benefit and Welcome Letters (Promote Interoperability)	Office of Managed Health Care (OMHC)	17408
C4-1.24 (8/19/2026)	New Admission Record rule to derive Benefit Plan End Date	Office of Long Term Services and Supports (OLTSS)	17663
C4-1.24 (8/19/2026)	Reassign error - Supervisor Review	Office of Long Term Services and Supports (OLTSS)	17857
C4-1.24 (8/19/2026)	Screen update to replace Pay Cycle Date with Check date Payment summary list page	Office of Managed Health Care (OMHC)	18139
C4-1.24 (8/19/2026)	Duplicate rows on MBR_BUYIN_DETAIL_S	Director's Office (DO)	18276
C4-1.24 (8/19/2026)	System allowed two nursing facility admission records to be approved and open at the same time	Office of Long Term Services and Supports (OLTSS)	18300
C4-1.24 (8/19/2026)	1125 Mass adjustment submitted by user for approval, Data Base JOB Needs to be fixed for Mass Void Batch	Office of Medicaid Operations (OMO)	18417
C4-1.24 (8/19/2026)	Crossover claim not paying PR 96	Office of Medicaid Operations (OMO)	18494
C4-1.24 (8/19/2026)	Warrant number and status not updating for Deduction Authority Entities	Office of Financial Services (OFS)	18496
C4-1.24 (8/19/2026)	820 Balancing Issue, MC Retro rate payments failed to process all updated rate line items	Office of Managed Health Care (OMHC)	18510
C4-1.24 (8/19/2026)	270 after load recovery process not updating the file status to success	Office of Medicaid Operations (OMO)	18512
C4-1.24 (8/19/2026)	Update 416 and 563 schedules to run on week days (NC Enhancement)	Pharmacy Team	18542
C4-1.24 (8/19/2026)	My License Office MLO - Provider should be end dated based on the license hierarchy.	Office of Medicaid Operations (OMO)	18582
C4-1.24 (8/19/2026)	820 Invalid format	Office of Managed Health Care (OMHC)	18629
C4-1.24 (8/19/2026)	Notifications are "Assigned to" Provider	Office of Healthcare Policy and Authorization (OHPA)	18652
C4-1.24 (8/19/2026)	PRISM updated but UTDW_TGT_PROD not updated for DRG fields	Office of Reimbursement, Coordinated Care & Audit (ORCA)	18657
C4-1.24 (8/19/2026)	Increase defect capacity in the 1.24 release	Office of Systems and Project Management (OSPM)	18736
C4-1.24 (8/19/2026)	Recurring payments in Third-Party Liability Buyout did not issue	Office of Eligibility Policy (OEP)	18782
C4-1.24 (8/19/2026)	834 Copay status reported incorrectly	Office of Managed Health Care (OMHC)	18843
C4-1.24 (8/19/2026)	DOPL Professional License Interface Processing Question	Office of Medicaid Operations (OMO)	18846
C4-1.24 (8/19/2026)	No "Hospice" availability for provider	Office of Healthcare Policy and Authorization (OHPA)	18878

C4-1.24 (8/19/2026)	Error Code 2010 Spenddown possible match, is processing through when no action is taken on the release screen	Office of Medicaid Operations (OMO)	18893
C4-1.24 (8/19/2026)	Workbasket display showing different cases for same provider for different users	Office of Long Term Services and Supports (OLTSS)	18901
C4-1.24 (8/19/2026)	Claim paying zero instead of Patient Responsibility (PR) on crossover claim	Office of Medicaid Operations (OMO)	18909
C4-1.24 (8/19/2026)	Manage Claim Denial Letter Failing	Office of Medicaid Operations (OMO)	18971
C4-1.24 (8/19/2026)	Utah's Premium Partnership Error UT-Invalid RAC is Not Showing for Manual Payments	Office of Eligibility Policy (OEP)	18972
C4-1.24 (8/19/2026)	My License Office MLO, The business end date is not updated accordingly based on license exp date	Office of Medicaid Operations (OMO)	18974
C4-1.24 (8/19/2026)	Not able to create new admission record if PT/SP/SSP does not exist for Logged in Provider user	Office of Healthcare Policy and Authorization (OHPA)	19020
C4-1.24 (8/19/2026)	Issue in Remittance Advice RA payment Detail page	Office of Medicaid Operations (OMO)	19061
C4-1.24 (8/19/2026)	837 File's are failing due to submitting duplicate in REF[G1] Segment.	Office of Systems and Project Management (OSPM)	19265
C4-1.24 (8/19/2026)	Edit 1981 Exceeds a limit per calendar year for this procedure - PT/OT limits not working (NC Enhancement)	Office of Medicaid Operations (OMO)	19320
C4-1.24 (8/19/2026)	Incorrect Incarceration Dates	Office of Managed Health Care (OMHC)	19343
C4-1.24 (8/19/2026)	Capped rental for DME codes -Configuration testing	Office of Medicaid Operations (OMO)	19439
C4-1.24 (8/19/2026)	Pega is not redirecting to login screen after session timeout	Office of Systems and Project Management (OSPM)	19547
C4-1.24 (8/19/2026)	Third-Party Liability TPL Screen Exception error while reject the records	Office of Systems and Project Management (OSPM)	19618
C4-1.24 (8/19/2026)	Medicaid Justice did not rederive	Office of Eligibility Policy (OEP)	19648
C4-1.24 (8/19/2026)	CMTK Application Heap Space Issue	Office of Systems and Project Management (OSPM)	19751
C4-1.24 (8/19/2026)	Member's Fee-For-Service FFS / MC Benefit Plan BPs not rederived after incarceration inactivated (RST2) by eREP	Office of Eligibility Policy (OEP)	19791
C4-1.24 (8/19/2026)	PEGA Enhancements for EOP/PPC/Manual Reviews	Office of Healthcare Policy and Authorization (OHPA)	2606
C4-1.24 (8/19/2026)	Issue in Add Coverage Type dialog	Office of Eligibility Policy (OEP)	3463
C4-1.24 (8/19/2026)	Data missing from pgEnrollmentErrorTransactionList(Member)	Office of Managed Health Care (OMHC)	3587
C4-1.24 (8/19/2026)	Case Task not correct in Intial Enrollment Summary	Office of Long Term Services and Supports (OLTSS)	3904
C4-1.24 (8/19/2026)	Benefit Letter sent for existing member before benefit issuance	Office of Managed Health Care (OMHC)	4688
C4-1.24 (8/19/2026)	Interface 429 -ADJUSTMENT_REASON_CODE SETS - Processing Error	Office of Systems and Project Management (OSPM)	5451
C4-1.24 (8/19/2026)	CORE Real-time returning Unauthorized error when using HT000004-801	Office of Medicaid Operations (OMO)	5525
C4-1.24 (8/19/2026)	Edits 5356 Servicing provider unaffiliated with group practice & 5320 Servicing provider not enrolled on date of service, still posting after Claim Type added to bypass groups	Office of Medicaid Operations (OMO)	6281
C4-1.24 (8/19/2026)	Provider is not able to retrieve 277 response in UAT when Business Status is INACTIVE	Office of Medicaid Operations (OMO)	7569
C4-1.24 (8/19/2026)	Healthy U MCHIP-S location error - UAT environment	Office of Managed Health Care (OMHC)	7836
C4-1.24 (8/19/2026)	Revenue Codes for Intensive Outpatient, Partial Hospitalization, and Residential Treatment	Office of Healthcare Policy and Authorization (OHPA)	8635
C4-1.24 (8/19/2026)	Provider Credentialing Service Provider Monthly Screening Error	Office of Medicaid Operations (OMO)	9928