

ProviderOne routine maintenance

ProviderOne maintenance occurs every eight weeks and requires that the system be unavailable (or down) for a period of time. During this downtime, the vendor promotes the correction of system bugs and/or system enhancements.

When does maintenance occur?

Maintenance occurs every 8 weeks on the highlighted dates from 6 p.m. to 10 p.m. Pacific Time.

What transactions will be affected?

- Eligibility inquiries via the website will not be available during maintenance hours
- Eligibility inquiries through the following systems will not be available during maintenance hours
 - The automated telephone system (IVR) 1-800-562-3022.
 - A Medicaid Eligibility Vendor.
 - A Services Card swipe card reader.

All other direct entry transactions in the website will not be available until after 10 p.m.

HIPAA batch transactions

HIPAA batch file transactions submission and retrieval using secure FTP will not be affected by these maintenance activities, but any new batch transactions submitted will not be processed until the system is back up, after 10 p.m.

Confirmed Schedule	Frequency
January — December routine maintenance	Every 8 weeks
State Holiday Schedule	
All state offices closed	

January 2025

Su	M	Tu	W	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April 2025

Su	M	Tu	W	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

July 2025

Su	M	Tu	W	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

October 2025

Su	M	Tu	W	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2025

Su	M	Tu	W	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

May 2025

Su	M	Tu	W	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August 2025

Su	M	Tu	W	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

November 2025

Su	M	Tu	W	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

March 2025

Su	M	Tu	W	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June 2025

Su	M	Tu	W	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

September 2025

Su	M	Tu	W	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

December 2025

Su	M	Tu	W	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			