

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?

Every 8 weeks

January—June, Sunday from 5 a.m. to 3 p.m. Pacific Time

July—December, Friday 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 — June Routine Maintenance	Every 8 weeks
July — December Routine Maintenance	Every 8 weeks
State Holiday Schedule	
	All State Offices closed

January 2016

S	M	Tu	W	Th	Fr	S
					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 2016

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 2016

S	M	Tu	W	Th	Fr	S
					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 2016

S	M	Tu	W	Th	Fr	S
						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 2016

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					

May 2016

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 2016

S	M	Tu	W	Th	Fri	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 2016

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 2016

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 2016

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 2016

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 2016

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