

## Optum Pay Alert: EPRA and Payer PRA Document Availability May 25, 2022 – UPDATE

### Optum Pay Alert Communication

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#### Optum Pay Operations Team

**Resolved:** EPRA and Payer PRA documents on the Optum Pay portal are generating within usual SLAs.

**Remediation:** Optum Pay IT Operations deployed a fix for the slow query performance as a part of the scheduled hot-fix release on 05/26.

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**Issue:** Generation of EPRA and Payer PRA documents on the Optum Pay portal are experiencing delays. Updates will be sent when available.

**Impact:** All EPRA and Payer PRAs for all deposit dates.

**There is no current issue with deposits of provider payments.**

**Remediation:** Optum Pay IT Operations is actively engaged and researching on critical priority to identify root cause and resolve.

#### EPRA and Payer PRA Document Availability

Please be advised that EPRA and Payer PRA generation for all deposit dates are experiencing delays in availability.

Updates to the generation of EPRA and PPRA documents will be communicated as they become available.

We apologize for any inconvenience.

Updates are available on the Optum Alaska website:

<https://alaska.optum.com/content/ops-alaska/alaska/en/providers/alerts.html>

Questions? Please contact, Provider Relations at [akmedicaid@optum.com](mailto:akmedicaid@optum.com)