

Dear Providers,

We were just informed that the state agency responsible for our network (OMES) will be doing scheduled maintenance tonight and Tuesday, which will take down our outside communication, including PICIS. During both of these outages, nightly files between our agency and OHCA might be delayed until the next day. This means on the following day you might get billing errors because the PA did not make it to OHCA, or you could get an error in PICIS because the client enrollment did not make it to ODMHSAS. We apologize for the last minute notice as well as any inconvenience this may cause.

Tonight's outage will start at 7pm and could last up until 6am tomorrow.

We have decided to take advantage of the outage on Tuesday, 5/30/2017 and update our servers. In order to be back up the following morning, PICIS will go down at 4 pm on Tuesday and will not be back up until 6am the following morning. If you have any questions please call our PICIS Helpdesk at 405-248-9326 or email gethelp@odmhsas.org.

Thanks,

David Melton
Data Analyst
ODMHSAS