

# PR01 - Open Incident Report - DHSC

Contact Info Page (Incidents with a status of "O" Open)											Customer Action Page			
ASSIGNED TO	INCIDENT NUMBER	STAT	INCIDENT OPENDT	INCIDENT DAYS OPEN	TYPE	CONTACT	PRIORITY	SUBTYPE	NITIATED BY	DUE DATE	ACTION	STAT	ACTION OPENDT	ACTION CLOSEDDT
CMALBERG														
	24021607500688800002	O	02/16/24	77.00	INQUIRY	OUTGOING CALL	ROUTINE	CLAIM	CMALBERG		DC	O	02/15/24	
	24022107500688800001	O	02/21/24	72.00	CLAIM	EMAIL	ROUTINE	CLAIM PROCESSING ERROR	CMALBERG		DC	O	02/16/24	
	24022207500688800002	O	02/22/24	71.00	INQUIRY	EMAIL	ROUTINE	CLAIM	CMALBERG		DC	O	02/22/24	
	24030507500688800002	O	03/05/24	59.00	INQUIRY	INCOMING CALL	ROUTINE	CLAIM	CMALBERG		RS	O	03/05/24	
	24032207500688800001	O	03/22/24	42.00	EZNET	OUTGOING CALL	ROUTINE	EZNET TRAINING	CMALBERG		DC	O	03/22/24	
	24032607500688800003	O	03/26/24	38.00	AUTHORIZATI ON	OUTGOING CALL	ROUTINE	OTHER	CMALBERG		DC	O	03/26/24	
	24040507500688800002	O	04/05/24	28.00	AUTHORIZATI ON	OUTGOING CALL	ROUTINE	EDUCATION TO PROVIDER	CMALBERG		DC	O	04/05/24	
	24041107500688800006	O	04/11/24	22.00	INQUIRY	OUTGOING CALL	ROUTINE	OTHER	CMALBERG		DC	O	04/11/24	
	24041907500688800001	O	04/19/24	14.00	INQUIRY	OUTGOING CALL	ROUTINE	OTHER	CMALBERG		DC	O	04/18/24	
	24050107500688800001	O	05/01/24	2.00	INQUIRY	OUTGOING CALL	ROUTINE	CLAIM	CMALBERG		DC	O	05/01/24	05/01/24
	24050107500688800002	O	05/01/24	2.00	EZNET	INCOMING CALL	ROUTINE	EZNET ACCESS LEVEL CHECK	CMALBERG		DC	O	05/01/24	
											<b>CMALBERG Total Open Incidents: <u>11</u></b>			
MROSILES														
	24020107500659200001	O	02/01/24	92.00	REQUEST	E-MAIL	ROUTINE	OTHER	MROSILES		DC	O	02/01/24	
	24032707500659200001	O	03/27/24	37.00	EZNET	E-MAIL	ROUTINE	EZNET NEW USER REQUEST	MROSILES		DC	C	03/27/24	03/27/24
											<b>MROSILES Total Open Incidents: <u>2</u></b>			