beacon
health options

PROVIDER ALERT

SERVICE/APPLICATION IMPACTED:
EDI-FILECONNECT

NOVEMBER 22, 2019

This service/application is currently experiencing a disruption listed as: Outage

The FileConnect system which is used for our CAS/Connect clients is currently unable to completely process inbound files and unable to encrypt and send outbound files. This issue is due to a sudden loss of power in the datacenter. Power to the datacenter is being restored. We are receiving files but are unable to complete the processing due to the above mentioned issue with the Oracle database. Outbound files have continued to be created but cannot be encrypted and sent because of the Oracle database issue. We are looking to correct the Oracle database issue and process the inbound and outbound files.

We will have another update once the Oracle database is corrected and files are processing.

Provider Alerts can be viewed online by clicking on the following link:
http://maryland.beaconhealthoptions.com/provider/prv_alerts.html.

Provider Alerts typically published to the website within 10 business days.

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