**CSAW Known Issues and Workarounds – January 2019**

| **#** | **Issue** | **Workaround** |
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| 1 | **Editing Schedules: Edit box unavailable (DCF-859)**  The “Edit” box (below) doesn’t position correctly when editing the schedule. It seems to be missing but it is appearing at the very bottom of the screen. | Zoom out to see the “Edit” box. You can zoom out by typing **Ctrl** + **-** *(Use the “****-“*** *key in the upper right corner of your keyboard, near the Backspace button or scroll with the mouse).* |
| 2 | **Audit Trail: User ID search (DCF-1039)**  When searching data in the audit trail using a User ID, the system displays “User ID not found”. | This has been fixed as of 1/10/19. |
| 3 | **Retro auths and PLBCs cannot occur on the same day (DCF-694)**  Implementing functionality to do a retro authorization and a PLBC for the same case on the same day was unable to be completed for the October release. This is a top priority and our technical team is assessing how soon this can be completed. | User must complete the retro authorization and the PLBC on separate days or reset the PLBC calculation.  Note: The PLBC in this scenario could be a provider level PLBC for a current or past provider. |
| 4 | **“Copy from Prior Auth” doesn’t copy weeks 2-4 (DCF-950)**  In some instances when using the “Copy from Prior Authorization” button, weeks 2, 3, and 4 of a varying schedule are not copied over. Instead, zeros appear for these weeks. | User can manually enter weeks 2-4. |
| 5 | **Auth Extended, no eligibility (DCF-886)** Cases when the authorization is extended after the benefit load, the system does not calculate the current month benefit, when there is eligibility missing for 1 month and later worker confirmed the missing month eligibility by running with dates after closure | These cases should be sent to Help desk until the fix.  Example: Eligibility ended with pending verification for a case on 10/30 and CSAW ended the auth as of 10/31. On 11/01 worker ran the eligibility with dates for Nov. and in CSAW on 11/07 worker extended the auth. In this case Nov. benefits are not calculated and loaded. |
| 6 | **Maximum school closed hours limit validation (DCF-928).** When an authorization with school closed hours is deleted and re-entered, the system does not allow the user to add hours for the same school closed days that were included in the deleted authorization. | Enter the school closed hours under a different date. |