



Dear Case Manager,

Known Issue: Pre Prior Authorization (PPA) Certification Dates in the Bridge out of Sync

Case Managers may encounter a message in the Bridge stating that the “PPA Cert Dates” are out of sync with the matching Service Plan when saving a Waiver-to-Waiver Revision.

Case Managers may use the following workaround to submit the PPA:

1. Modify the line item by end dating, then click Save.
2. Go to Base Information, change the end date and check limits. (A B049 error message to end date the Inventory of Needs will appear.)
3. Refresh the PPA and check limits. If there are no errors in the Message panel then submit the PPA.

A resolution is in process.

Contact the [Provider Services Call Center](#) with any questions.

Thank you,

Department of Health Care Policy & Financing