



Dear Case Manager,

Microsoft has experienced an outage with Azure Cloud in the central region. The Colorado instance of MedCompass is hosted in the central region and is currently impacted.

If you attempt to log in to MedCompass, you may receive a "bad gateway" error.

Assurecare is unable to resolve this issue as it is with Microsoft and impacts all organizations that are hosted in the central region. As soon as we are notified that the system is operational, we will send additional communications.

Thank you,

Department of Health Care Policy & Financing

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