



Joe Lombardo
Governor



STATE OF NEVADA
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Executive Committee:

Tiffany Greenameyer, Director GFO
Joy Grimmer, Director DOA
Andy Matthews, Controller

Brian Bowles, Project Director
Brady Phillips, Administrator
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TO: Statewide Employees
FROM: CORE.NV Team
SUBJECT: Delays in Voya, Child Support, PERS, and Health Savings vendor payments

URGENT

This email is to inform you that the CORE.NV system is currently experiencing an interface issue impacting several critical functions, including:

- **Reprinting Beneficiary Checks**
- **Vendor Payment Bank Account Issues**
- **Pay Period 14 Payment Disbursement**

These issues are causing delays in the processing of various payments, including those to Voya, Child Support, PERS, and Health Savings accounts.

We understand the urgency of these payments and are actively working to resolve these interface issues as quickly as possible.

We appreciate your patience and understanding during this time. We will provide further updates as they become available.

Please contact our CORE.NV team with questions via OPM@nv.gov.

Thank You

The CORE.NV Team

cc:

Joy Grimmer, Director, Department of Administration
Tiffany Greenameyer, Director, Governor's Finance Office
Andy Matthews, State of Nevada Controller
James Smack, Chief Deputy Controller, State Controller's Office
Bachera Washington, Administrator, Department of Human Resources Management