

Invalid i41 claim denials

Background: Healthy Blue identified an issue where claims billed with the following durable medical equipment (DME) procedure codes E0424-E0447, E1390-E1392, E1405-E1406 or K0738, were incorrectly denied if they were not billed with modifiers KX, GA, GY or GZ.

What is the impact of this issue?

Providers do not need to take action. The update to our system has been completed. Claims affected by this issue will be automatically reprocessed.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-844-521-6942**.