

April 2020

Telemedicine claims denials for Mental Health Rehabilitation services

Background: Healthy Blue has identified an issue where Mental Health Rehabilitation (MHR) telemedicine claims are being denied in error.

What does this mean to me?

Providers do not need to take any action. Healthy Blue completed system updates on April 8, 2020, to mitigate these incorrect denials for claims received on or after April 9, 2020. MHR claims affected by this issue will be automatically reprocessed by April 17, 2020.

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**.

<https://providers.healthybluelouisiana.com>

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