

## **COVID-19 medical inpatient hospitalization authorization denials**

**Background:** In response to COVID-19, the Louisiana Department of Health (LDH) suspended utilization management for medical hospitalizations effective March 17, 2020. Healthy Blue identified an issue where some medical inpatient hospital claims with dates of service after March 17, 2020, have been denied for lack of authorization.

### **What is the impact of this issue?**

Providers do not need to take action. Healthy Blue's system has been updated. 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**.