

August 2019

**Behavioral health incorrect claim denials and zero dollar payments**

Claims billed for dates of service August 1, 2019, to August 24, 2019, with one of the codes listed below were either denied with an inappropriate denial or were zero paid due to a benefits configuration error:

H0001	H0011	H0018	H0039	H2013	H2034
H0004	H0012	H0019	H0045	H2017	H2036
H0005	H0015	H0036	H2011	H2033	S9485

**What does this mean to me?**

Healthy Blue's system was corrected Monday, August 26, 2019. Claims that were incorrectly denied or underpaid will be recycled without the need for any action from the provider.

Denials may be received during the week of August 26, 2019, due to claims processing over the weekend. Please be assured that Healthy Blue will capture those claims in the recycle with no action required on your part.

**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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