

Telephone only claim denials

Background: Healthy Blue has identified claims with procedure codes 99441-99443 with Modifier 95 and Place of Service 02 – Telemedicine/Telehealth that are denying in error.

What does this mean to me?

Healthy Blue has identified an issue where appropriately billed claims submitted with telephone only procedure codes 99441-99443 are denying in error.

What do I need to do?

Providers do not need to take action. Healthy Blue will complete necessary system updates by August 7, 2020. 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**.