

NOTICE OF RESCIND: Improper payment of claims — behavioral health services

Please disregard the below provider bulletin sent by Healthy Blue regarding improper payment of claims for behavioral health services. More information regarding this subject, including an updated timeline and instructions to submit corrected claims, is forthcoming.

Background: The Louisiana Legislative Auditor (LLA) provided its results of a billing audit of behavioral health services for all five Healthy Louisiana MCOs and Magellan Health Services (Magellan).

In response to the audit findings, Healthy Blue confirmed that the payments in question were improper due to errors adjudicating the claims.

What does this mean to me?

First, Healthy Blue will offset inappropriately paid claims by February 18, 2020. Affected providers will then be provided a list of claims and will have the opportunity to resubmit as new claims for payment where applicable.

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 **1-504-836-8888**.