

Incorrect claims payments alert

Summary: Healthy Blue has been made aware that some claims with a remittance date of January 16, 2020, or later have been erroneously paid at \$0.00.

As of January 27, 2020, Healthy Blue systems have been corrected. Claims processed on or after this date should be paying correctly.

How do I know if my claim was affected?

If your claim was erroneously paid or denied, it may have included the following remittance explanation code:

Exp. code	Text
PXN	NetworX Std Fee Sched
G22	Paid at contracted rate

What do I need to do?

If you experienced an incorrect claims payment or denial on or after January 16, 2020, the claim will be recycled with no action needed from the provider.

Appropriate claim payments are already being released this week. All claims affected will be recycled and corrected no later than February 22, 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**.