

Outpatient hospital observation authorization denials

Background: Healthy Blue identified an issue in which authorization denials are occurring on outpatient hospital observation claims. When an outpatient hospital observation claim is billed, the only service that requires an authorization is the revenue code 0762 claim line(s) that exceed 48 units, as indicated in the Louisiana Department of Health *Informational Bulletin 18-7 Common Observation Policy* at https://ldh.la.gov/assets/docs/BayouHealth/Informational_Bulletins/2018/IB18-7.pdf.

What is the impact of this change?

Providers do not need to take action. Healthy Blue is in the process of updating our system. 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**.