

Provider Bulletin

June 2021

Healthy Blue system issues that affect reimbursement

Healthy Blue wants to ensure providers know when there is a system error that could impact their reimbursement. Providers are now able to view updates specific to known system issues that may impact claims adjudication and reimbursement on our [provider website](#) under *Resources*.

This table provides pertinent end-to-end details as Healthy Blue works to evaluate the root cause, validate, fix, and reprocess clean claim submissions that are denied or reduced in payment due to a Healthy Blue system error. This information will be updated for issues that affect multiple providers in our network. This will not include any issues that affect just one provider. Continue to follow existing processes or contact your Provider Relations representative with any questions. Please note that no claims refiling is needed.

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Expected claims reprocessing date (if available)
Service disallowed/not covered denials for professional services	Claims for professional services are intermittently denying as noncovered/disallowed services	5/21/2021	Awaiting system updates	Professional providers	6/20/2021
Not allowed/not reimbursable denials for surgical codes	Claim for surgical codes listed on the professional services fee schedule have denied	5/27/2021	Awaiting system updates	Ambulatory surgery centers (non-hospital)	6/26/2021
Present on Admission (POA) indicator missing or invalid denials	Claims submitted with appropriate Present on Admission (POA) indicators are intermittently denying	6/8/2021	Awaiting system updates	Hospitals that are not exempt from POA reporting	7/7/2021

Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Acute inpatient hospital claims with primary psychiatric diagnosis	Acute inpatient hospital claims with a primary psychiatric diagnosis are paid at the psychiatric per diem rate. Claims were intermittently paid at the acute per diem rate.	5/12/2021	System updated/claim recycle not required	Acute hospitals	N/A

<https://providers.healthyblue.com>

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Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Sporadic denials for mental health rehabilitation (MHR) provider	Claims for services rendered by appropriately linked practitioners affiliated with mental health rehabilitation (MHR) facilities have denied indicating the rendering provider is not contracted.	4/26/2021	System updates completed/ claim recycle completed	Mental health rehabilitation (MHR) facilities	5/24/2021

Date updated: June 09, 2021