

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 *News and announcements*.

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)
Invalid fetal stress test denials	Claims submitted with HCPC code 59025 and Rev code 0920 have denied for invalid rev/proc code combination	6/29/2021	System updated/ awaiting claim recycle	Acute hospitals	7/28/2021
Intermittent non-covered denials for behavioral health services	Claims submitted for covered non-hospital based behavioral health services have intermittently denied as non-covered services	7/15/2021	Awaiting system updates	Behavioral health	8/14/2021
No psychiatric services provided denials	Claims submitted with specialized behavioral health CPT® codes are intermittently denying “no behavioral health services were provided” when encounter code H2020 is billed	7/23/2021	Awaiting system updates	Federally qualified health centers rural health centers	8/22/2021

Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Underpayment for procedure code 0031A	Reimbursement for procedure code 0031A was reduced by 3.4%	7/13/2021	System updated/ claim recycle completed	Physical health	7/21/2021
Invalid/missing modifier denials	Claims submitted with required modifiers have denied for missing or invalid modifier	6/22/2021	System updated/ claim recycle completed	Clinical psychologist Addiction medicine	7/8/2021
Present on Admission (POA) indicator missing or invalid denials	Claims submitted with appropriate POA indicators are intermittently denying	6/8/2021	System updated/ claim recycle completed	Hospitals that are not exempt from POA reporting	7/7/2021

Date updated: July 27, 2021