

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)
Provider specialty may not bill this service denials	Telehealth claims submitted with new/established examination and management codes have intermittently denied as provider specialty may not bill this service	9/23/2021	Awaiting system updates	Professional providers	10/23/21
Missing/incomplete procedure code denials	Claims submitted with new/established examination and management codes, or HCPC codes A0422 or A0394, have intermittently denied as missing/incomplete procedure codes	9/20/2021	Awaiting system updates	Professional providers Ambulance Rural health clinic	10/20/21

Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Professional component radiology provider specialty denials	Professional component radiology services billed by providers, in an outpatient hospital setting, have denied as not covered for provider specialty	9/7/2021	System updated/ claim recycle completed	Professional providers	10/1/2021
Inappropriate modifier for location denials for members with Third Party Liability (TPL)	Telemedicine claims billed with modifier 95 for members that have third party liability have denied indicating inappropriate modifier for location when place of service 02 is not billed	8/2/2021	System updated/ claim recycle completed	Professional providers	9/30/2021
Billing denials for maternity related anesthesia	Procedure codes 01961, 01967 and 01968 have denied as inappropriate billing when modifier AA is billed on the same date as modifier QX and QZ	8/20/2021	System updated/ claim recycle completed	Anesthesiologist Certified registered nurse anesthetist	9/24/2021
Revenue code/procedure code denials for CPT 36430	Procedure code 36430 has denied for invalid revenue code/procedure code combination when billed without revenue code 0362	8/24/2021	System updated/ claim recycle completed	Acute hospital	9/17/2021

Date updated: October 13, 2021