

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)
Hospital acquired condition claim denials	Claims have intermittently denied for Hospital Acquired Condition (HAC) CARC: 233	01/06/2022	System updated/ Awaiting claim recycle	Acute hospitals	2/5/2022

Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date	Known system issue
Resubmit with applicable modifier denials	Professional behavioral health (non-HCPC) codes billed with required modifiers have denied CARC: 4	12/9/2021	System updated/ Claim recycle completed	Licensed mental health providers	1/7/2022	Resubmit with applicable modifier denials
Denials for surgery codes not listed on the hospital ambulatory surgery fee schedule	Surgery codes not listed on the hospital ambulatory surgery code fee schedule have denied when not billed with revenue code 0361 CARC: 199 / RARC: N657	11/24/2021	System updated/ Claim recycle completed	Acute hospitals	1/4/2022	Denials for surgery codes not listed on the hospital ambulatory surgery fee schedule

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<https://provider.healthybluelouisiana.com>

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