

## 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 Experience associate 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)
Inconsistent Healthcare Acquired Condition Denials	Appropriately billed inpatient hospital claims have intermittently denied indicating a Healthcare Acquired Condition was billed.  CARC: 233 RARC:	5/13/2022	Awaiting system updates	Inpatient hospitals subject to Present on Admission requirements	6/12/2022
Residential Treatment Facility authorization denials	Residential treatment facility claims billed with H0011, H2034 or H2036 have intermittently denied indicating authorization units have exceeded. CARC: 198 RARC: N362	5/4/2022	Awaiting system updates	Residential Treatment Facility	6/3/2022

**Recently closed issues:**

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Cystic fibrosis carrier screening denials (CPT® 81220)	Claims submitted for cystic fibrosis carrier screening, CPT 81220, have denied for members aged 2 and over  CARC: 204 RARC: N130 CARC: 45 RARC: N381	4/13/2022	System updated/ Claim recycle completed	Acute hospital Laboratory	4/27/2022

**Date updated:** May 18, 2022



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