

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)
Behavioral Health RHC/FQHC claim denials	Rural Health Clinic and Federally Qualified Health Center claims billed with encounter code H2020 and a procedure code that is not present on the Specialized Behavioral Health Fee Scheduled denied as non-covered visits. CARC: B1 RARC: N30	6/17/22	System update completed / Awaiting claim recycle	Rural Health Clinic Federally Qualified Health Centers	7/17/22
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	System update completed/ Awaiting claim recycle	Inpatient hospitals subject to Present on Admission requirements	6/28/2022

Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
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	System updated/Claim recycle completed	Residential Treatment Facility	6/6/2022

Date updated: June 26, 2022