

## 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)
Denials for 87428 and 87635	Appropriately billed claims for procedure codes 87428 and 87635 have intermittently denied  CARC: 109 RARC: N381	7/22/2022	System updated/awaiting claim recycle	Practitioner Rural Health Clinic Federally Qualified Health Clinic	8/21/2022
Telehealth Place of Service 10	Appropriately billed telehealth claims have intermittently denied when billed with place of service ten.  CARC: 5 RARC: M77	7/20/2022	Awaiting system update	Rural Health Clinic Federally Qualified Health Clinic Professional	8/19/2022

**Recently closed issues:**

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
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 was not present on the Specialized Behavioral Health Fee Scheduled denied as non-covered visits.  CARC: B1 RARC: N30	6/17/2022	System Updated/ Claim recycle completed	Rural Health Clinic Federally Qualified Health Centers	7/11/2022

**Date updated:** 7/24/22