



System issues that affect reimbursement

Louisiana | Healthy Blue | Medicaid Managed Care

Summary of update

We are working to evaluate the root cause, validate, fix, and reprocess clean claim submissions that are unapproved or reduced in payment due to our system error. Please note that no claims refiling is needed.

Why is this update necessary?

We want to ensure that care providers know when a system error could impact their reimbursement. Care providers are able to view updates specific to known system issues that may impact claims adjudication and reimbursement at [provider website](#) > Communications > Provider News.

What is the impact of this change?

This table provides details. The information will be updated for issues affecting multiple care providers; it will not be updated for issues affecting one care provider. Continue to follow existing processes or contact your provider relationship management representative with any questions.

Known system issue	Brief description	Date issue identified	Status	Care provider type(s) impacted	Expected claims reprocessing date (if available)
Claims are not eligible for reimbursement for fi7 inappropriate billing by dietician	Claims rendered in an FQHC and submitted with any of the codes below are intermittently not approved for fi7. CPT® code list: 97802, G0108	5/29/2025	Awaiting system update	Federally qualified health centers	7/14/2025

<https://provider.healthybluelouisiana.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross Blue Shield Association.
LAHB-CD-086220-25 June 2025

Recently closed issues

Known system issue	Brief description	Date issue identified	Status	Care provider type(s) impacted	Claims reprocessing completion date
Reimbursement for CHW services rendered in an FQHC or RHC setting	Reimbursement of the FQHC/RHC encounter rate is intermittently occurring when there is no office visit billed on the claim. CARC: N/A RARC: N/A	8/26/2024	Awaiting system update	Federally qualified health centers Rural health clinics	Not applicable because claims are overpaid.
Therapy services rendered in a FQHC, RHC, or American Indian clinic	Claims rendered in a FQHC, RHC, or American Indian clinic setting and that are submitted with any of the codes below are intermittently not approved. CPT code list: 92551, 92552, 92553, 92555, 92556, 92557, 92558, 92563, 92565, 92567, 92568, 92570, 92571, 92572, 92575, 92576, 92577, 92579, 92582, 92583, 92584, 92587, 92588, 92590, 92591, 92592, 92593, 92594, 92595 CARC:8 RARC: N95	8/26/2024	System updated/awaiting claim recycle	Federally qualified health centers Rural health clinics American Indian clinic	10/1/2024

Updated June 6, 2025