

## 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 Relationship Management 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)
Services not provided by network providers	Claims for contracted providers have denied services not provided by network/primary care providers.  CARC:242	12/30/22	Awaiting system update	All	1/29/2023
Revenue code 0450 service not covered denials	Claims billed with revenue code 0450 have denied as services is not covered under the member's plan.  CARC: 204 RARC: N130	12/1/2022	System updated/ awaiting claim recycle	Acute hospitals	12/31/2022

**Recently closed issues:**

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Quantity exceeds maximum daily allowance denials	Claims with dates of service on or after 10/1/2022, for CPT® 86003 have denied for exceeding the daily maximum.  CARC: 119 RARC: N640	11/22/2022	System updated/ Claims recycled	Laboratory, acute hospitals, physical health	12/15/2022
Behavioral health benefit maximum for this time period denials	Claims for certain behavioral health services are denying as benefit maximum reached.  Impacted codes are listed below: H0004, H0036, H2011, H2017, H2033  CARC: 119 RARC: N640	11/15/2022	System updated/ Claims recycled	Behavioral health provider	12/15/2022

**Date updated:** December 30, 2022



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