

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)
CPST/PSR services denying not reimbursable for provider/type specialty	<p>Claims are denying not reimbursable for Provider/Type Specialty for certain specialty types.</p> <p>Impacted code(s): H0036, H2017</p> <p>CARC: 8 RARC: N95</p>	4/27/2023	Awaiting system update	Mental health rehabilitation (MHR) Providers: non-licensed and licensed providers.	5/12/2023

Date updated: May 2, 2023