

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)
Observation codes not covered denials	Professional claims billed with Observation codes, 99218-99220, 99224-99226 with dates of service 1/1/2022 to 12/31/2022, are denying service not payable per managed care contract. CARC: 256	8/14/2023	Awaiting system update	Professional	8/29/2023

Recently closed issues

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Covered/non-covered value codes denials	Inpatient hospital claims are intermittently denying. CARC: 16 RARC: M49	8/15/2023	System updated/awaiting claims recycling	Hospitals	8/30/2023