![Healthy Blue logo]

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)
Provider enrollment denials	Claims submitted by providers with multiple provider types on the provider enrollment portal have intermittently denied.	3/22/24	Awaiting system update	All providers	4/8/2024

Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
Hospital lab code rate changes	Outpatient hospital claims billed with lab codes with retroactive rate changes were intermittently not paid at the updated rate.	1/2/2024	System updated/ awaiting claim recycle	Acute hospitals	1/10/2024

Date updated: January 1, 2024