

## Healthy Blue system issues that affect reimbursement

### Summary of update

Healthy Blue wants to ensure that providers know when there is a system error that could impact their reimbursement. Date updated: June 5, 2024

### What is the impact of this change?

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*.

The table below 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.

### What if I need assistance?

Contact your provider relationship management representative with any questions. Provider Services phone number: **844-521-6942**

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Expected claims reprocessing date (if available)

### Recently closed issues

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date