

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)
Reimbursement for CHW services rendered in a FQHC/RHC setting	Additional reimbursement for Community Health Worker (CHW) services rendered in a FQHC/RHC setting is intermittently not occurring. CARC: N/A RARC: N/A	8/26/24	Awaiting system update	Federally Qualified Health Centers Rural Health Clinics	TBD
Therapy Services Rendered in a FQHC, RHC, American Clinic	Claims rendered in a FQHC, RHC or American Indian Clinic setting, that are submitted with any of the codes below, are intermittently denying. CPT® Code List: 92551, 92552, 92553, 92555, 92556, 92557, 92558, 92563, 92565, 92567, 92568, 92570, 92571, 92572, 92575, 92576, 92577, 92579, 92582, 92583, 92584, 92587, 92588, 92590, 92591, 92592, 92593, 92594, 92595	8/26/2024	Awaiting system update	Federally Qualified Health Center Rural Health Clinic American Indian Clinic	TBD

<https://provider.healthybluela.com>

	CARC:8 RARC: N95				
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Recently closed issues:

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

Date updated: 8/27/2024