

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 *Provider News*.

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 Relations representative with any questions. Please note that no claims refiling is needed.

<u>Known system issue</u>	Brief description	Date issue identified	Status	Provider type(s) impacted	Expected claims reprocessing date (if available)
FQHC/RHC claims denying as not reimbursable for specialty	<p>Claims are intermittently denying as not reimbursable for provider’s specialty.</p> <p>Impacted code list: 97802, 97803, 97804, 97810, 97811, 97813, 97814, 98925, 98926, 98927, 98928, 98929, 98940, 98941, 98942, 98943, 99183, G0128, G0237, G0238, G0239, G0270, G0271, S8930, S9452, S9470</p> <p>Claim Adjustment Reason Code (CARC): 8 Remittance Advice Remark Code (RARC): N95</p>	12/9/2024	Awaiting system update	Federally Qualified Health Centers Rural Health Clinics	12/31/2024

<p>Claims are intermittently denying when a date range is indicated on a claim line</p>	<p>Claims are intermittently denying when a date range is indicated on a claim line. Claims should not deny unless the difference between the from and to dates of service does not equal the number of units billed.</p> <p>Impacted code list:H0011, H0012, H0014, H0015, H0018, H0019, H0039, H0047, H2013, H2034, H2036, H0045 with TG modifier, S9485, S5126, T1019 with EP modifier</p> <p>CARC:16 RARC: N63</p>	<p>12/9/2024</p>	<p>Awaiting system update</p>	<p>Substance Abuse Residential Treatment Center</p> <p>Psychiatric Residential Treatment Facility</p> <p>Crisis Receiving Center</p> <p>Personal Care Agency</p> <p>Mental Health Rehabilitation Agency</p>	<p>12/31/2024</p>
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Recently closed issues:

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Claims reprocessing completion date
<p>Reimbursement for Community Health Worker services rendered in a FQHC/RHC setting</p>	<p>Reimbursement of the FQHC/RHC encounter rate is intermittently occurring when there is no office visit billed on the claim.</p> <p>CARC: N/A RARC: N/A</p>	<p>11/7/2024</p>	<p>System updated</p>	<p>Federally Qualified Health Centers</p> <p>Rural Health Clinics</p>	<p>Not applicable as claims are overpaid.</p>

Date updated: 12/10/2024