



## Healthy Blue system issues that affect reimbursement

Louisiana | Healthy Blue | Medicaid Managed Care

We want to ensure care providers know when a system error could impact their reimbursement. Care providers can now view updates on known system issues that may impact claims adjudication and reimbursement at <https://provider.healthyblue.com> > Communications > Provider News.

This table provides pertinent end-to-end details as we work 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 care providers in our network. This will not include any issues that affect just one care 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)
Gender Specific Code(s)	Codes incorrectly labeled as gender specific are denying in error.	1/21/2026	Active	Physical Health	Unknown

### Recently closed issues

None

Date updated: January 28, 2026