



Stay informed on system issues that may impact your claims and payments

Louisiana | Healthy Blue | Medicaid Managed Care

We want to ensure you know when there is a system error that could impact your reimbursement. Providers can now view updates on 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 we work to evaluate the root cause, validate, fix, and reprocess clean claim submissions that are not eligible for reimbursement or have payment reduced due to a health plan 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 following 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)
Physician administered drugs	Some claims are not eligible for reimbursement f90 in error.	January 13, 2026	Active	Physical health	Recurring

Known system issue	Brief description	Date issue identified	Status	Provider type(s) impacted	Expected claims reprocessing date (if available)
Claims not eligible for reimbursement for homebuilders and functional family therapy services	Claims are not being eligible for reimbursement for CPST (homebuilders and functional family therapy) when billed with the modifier HE or HK. HCPCS Code List: H0036 Modifiers: HE, HK	November 10, 2025	Awaiting system update	Mental health	Recurring
GA3 denial	Claims billed with diagnosis code Z13.9 and R971 denying as gender specific.	March 20, 2026	Active	Physical health	Recurring

Updated: April 23, 2026