Healthy Blue

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

Louisiana | Healthy Blue | Medicaid Managed Care

Healthy Blue wants to keep you informed when an identified issue may affect claims adjudication or proper provider reimbursement. Updates are available under Provider News at **https://provider.healthybluela.com**.

The table below provides details about each issue, including the care providers or claims impacted, current status, resolution activities, and anticipated resolution and claims-reprocessing time frames. Information will be updated as it becomes available. Unless otherwise noted, care providers should not resubmit affected claims. Contact your provider relationship management representative with questions.

Known reimbursement issue	Brief description	Date issue identified	Status and resolution process	Provider type(s) impacted	Anticipated resolution/ reprocessing timeframe
Physician administered drugs	Some claims are not eligible for reimbursement f90 in error.	January 13, 2026	Active	Physical health	Recurring
Claims not eligible for reimbursement for homebuilders and functional family therapy services	Claims for CPST (homebuilders and functional family therapy) are not eligible for reimbursement 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

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross Blue Shield Association.
LA-HB-CD-020740-26-S5487 October 2026

Known reimbursement issue	Brief description	Date issue identified	Status and resolution process	Provider type(s) impacted	Anticipated resolution/ reprocessing timeframe
Q64 denial	Code H2017 is denied for Q64 when providers bill more than one unit per day.	May 28, 2026	Active	Behavioral health	Recurring

Recently closed issues:

Known reimbursement issue	Brief description	Date issue identified	Status and resolution process	Provider type(s) impacted	Closure date

Updated: May 28, 2026