

February 2022

## Known Issues List

The table below provides information related to known issues impacting providers. This information will be updated **weekly on Fridays**. Continue to follow the existing process by contacting Healthy Blue Provider Services at **844-594-5072** or your Healthy Blue Network Relations consultant if you have questions or concerns related to the issues listed here.

**Note:** Claims related to any of the issues listed here that have already been appropriately rejected or denied will not change when the issue is resolved.

Issue	Summary of issue	Impacted provider type	Area of impact	Date issue identified	Status	Resolution	Date resolved
<b>Personal care services claims denying G-18</b>	Claims with CPT® 99509 are denying (Ex: Denial code G-18 not paid per contract. There was a delay in updates for the PCS fee schedule effective 1/1/22.)	Personal care/home health	Claims	1/28/22	Ongoing	Fee Schedule was updated on 1/26/22 to prevent future claim denials.  Global claim re-work currently in progress.	

<https://provider.healthybluenc.com>

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<b>Behavioral health claims with Place of Service 03 denied as Y35: Submit to state</b>	<p>Behavioral health claims billed with place of services 03 (school) were denying with explanation to submit claim to fee for service.</p> <p>Configuration has been updated to allow place of service 03 to be processed and adjudicated by Healthy Blue.</p>	Behavioral health	Claims	1/20/2022	Ongoing	<p>Configuration was corrected on 1/31/22.</p> <p>Global claim re-work currently in progress with estimated completion date of 3/5/22.</p>	
<b>Claims denying as ea4: Laterality diagnosis required</b>	Configuration update is underway to fix issues causing E/M codes to deny when not billed with the left or right laterality diagnosis codes.	All specialties	General	1/14/2022	Ongoing	<p>Configuration completed on 1/28/22 to prevent inaccurate application of ea4.</p> <p>Global re-work to be completed by 2/18/22.</p>	
<b>Orthotic and prosthetic (O&amp;P) left and right modifier configuration</b>	Codes are currently paying only one side.	O&P	Claims		Ongoing	<p>Estimated completion date of 3/4/22.</p> <p>Continuous claims re-work in flight.</p>	

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<b>Code 99502 – Changes in configuration</b>	Code 99502 is currently being configured to allow billing up to 60 days, according to clinical policy 1M-4. Code time allowance was previously 30 days.	Home health	Claims	1/28/2022	Ongoing	Reoccurring adjustment project ongoing.  Configuration updates in flight.	
<b>Local health department (LHD) taxonomy</b>	Some LHD provider claims processed incorrectly due to the system selecting rendering taxonomy versus billing taxonomy.	LHD	Claims	12/30/2021	Ongoing	An additional system update is being configured to ensure all LHD claims, when submitted with the LHD billing taxonomy 261QP0905X, will process against that billing taxonomy.  An initial claims re-work project completed on 1/31/22. A final sweep will be performed upon implementation of the configuration.	

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<b>Ambulatory surgical center – Dental</b>	Professional dental claims splitting on line 1 causing underpayment due to reduced units.	Ambulatory surgical center	Claims	11/24/2021	Ongoing	We are removing the clinical edit causing the erroneous unit split from all dental codes.  Claim adjustment project in flight.	
<b>Home health copays</b>	Provider copays applying to home health facility claims in error.	Home health	General	12/22/21	Ongoing	We are updating benefit configuration to remove the copays. This will be complete by 3/4/22.  Incremental adjustment projects in flight.	
<b>Revenue code 0251-0259 and 063X without procedure code</b>	Revenue codes 0251-0259 and 063X currently being accepted without procedure code.	All	Claims		Ongoing	Configuration currently in progress to require procedure codes in alignment with the State.	