

March 18, 2022

Known Issues List

The table below provides information related to known issues impacting Healthy Blue 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.

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Ambulance providers	92	Claims	Claims for ambulance services not paying per the public ambulance providers due to provider selection logic.	02/28/22	8	04/07/22	Open	Global claim rework for all impacted claims in progress configuration for provider data logs is in progress.	Yes	

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association. All other marks are the property of their respective owners.
BNCPEC-0764-22 March 2022

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Local health department (LHD)	Multiple	Claims	Some LHD provider claims processed incorrectly due to the system selecting rendering taxonomy versus billing taxonomy.	01/06/22	61	03/14/22	Open	<p>An additional system update is being configured to ensure all LHD claims, when submitted with LHD billing taxonomy 261QP0905x, will process against that billing taxonomy.</p> <p>An initial claims re-work project completed on 01/31/22. A final sweep will be performed upon implementation of the configuration.</p> <p>LHD Taxonomy configuration has been extended, now slated for 03/14/2022.</p>	Yes	

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Ambulatory surgical center – Dental	Multiple	Claims	Professional dental claims splitting on one line causing underpayment due to reduced units.	01/14/22	53	03/27/22	Open	<p>We are removing the clinical edit causing the erroneous unit to split from all dental codes.</p> <p>Reoccurring global claims adjustment project requested on 02/15/22 until configuration is completed.</p> <p>Claim adjustment project in flight.</p> <p>Additional requirement added for coding configuration following the initial implementation.</p> <p>Expected completion date 03/27/22.</p>	Yes	

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Home health	21	General	Provider copays applying to home health facility claims in error.	12/22/21	70	02/28/22	Closed	<p>Plan is updating benefit configuration to remove the copays; was completed on 02/28/22.</p> <p>Incremental adjustment projects in flight.</p> <p>Expected completion date for claims rework 02/25/22.</p>	Yes	03/03/22
Audiology	221	Claims	Hearing aid claims are being denied because they are processing against the rendering taxonomy and instead should process against the billing taxonomy.	02/16/22	22		Open	<p>Front end configuration will be updated.</p> <p>In process identifying impacted claims, which will be sent for processing.</p> <p>As of 03/03/2022 system configuration is still pending.</p>	No	

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Federally qualified health center (FQHC) and rural health clinic (RHC) providers	Multiple	Claims	System is currently choosing the rendering provider in claims instead of billing group.	02/15/22	22	To be determined	Open	A claims sweep has been conducted to capture all impacted claims. Claims reprocessing for affected claims currently in process.	No	
All specialties	Multiple	Claims	Plan has received state guidance regarding revenue code 27; this code will not require a procedure code.	02/10/22	26	To be determined	Open	System configuration updates for revenue code 270 have been completed. Claims reprocessing for impacted claims is currently in progress.	No	
Behavioral health	25	Claims	Behavioral health claims billed with Place of Service 03 (school) were denying with explanation to submit claims to fee for service.	02/03/22	33	03/05/22	Closed	Configuration was corrected on 01/31/2022. Global claim rework currently in progress with estimated completion date of 03/05/2022.	No	02/23/22

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Personal care	Multiple	Claims	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 01/01/22.	01/28/22	39	03/09/22	Open	Fee schedule was updated on 01/26/22 to prevent future claim denials. Global claim rework currently in progress.	No	
Home health	Multiple	Claims	Code 99502 currently being configured to allow billing up to 60 days according to clinical policy 1M.	01/31/22	36		Open	Re-occurring adjustment project in process. Configuration updates are in flight.	No	
All specialties	Multiple	General	E/M codes are denying ea4-laterality diagnosis required.	11/30/21	99	02/18/22	Open	Configuration update is underway to fix issues causing E/M codes to deny when not billed with left or right laterality diagnosis codes.	Yes	

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
FQHC and RHC providers	1,003	Claims	Code T1015 denial caused by provider selection logic.	02/15/22	24	04/01/22	Open	A claims sweep is being conducted to capture all impacted claims. Claims reprocessing for affected claims currently in process.	Yes	
All specialties		Claims	CPT code 90744 denying f82 – Age does not meet requirements for members age 2 and under.	02/16/22	26	03/11/22	Open	A configuration update will be made to coding to update the age requirement with a new minimum age of 0.	Yes	
All specialties	94	Claims	CPT code J3490 being with Denial Reason-(Y87)-Billing Error.	02/14/2022	28	04/05/22	Open	On 03/11/22 Blue Cross and Blue Shield of North Carolina received guidance from the state to update in processes to all the code combination of Revenue 0250 and J3490 billed on claims.	No	

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
Multiple specialties	136	Authorizations/ Claims	Physical therapy/ Occupational therapy and Speech Therapy Services (Visits vs Units) are receiving G-18 Procedure code not reimbursable for specialty denials	07/17/22	25		Open	As of 03/08/2022 benefit configuration updates are estimated to be completed by 03/24/2022. Once configuration updates have been completed impacted claims will be reprocessed.	To be determined	
Multiple Specialites	89	Claims	Claims submitted on Date of Service 02/04/2022 are rejecting for status 562 and reject rule 152, which is related to provider data	03/07/2022	38		Open	Provider data corrections have been made. Claims reprocessing for impacted claims has been initiated.	No	
Mutiple Specialties	26	Claims	G2023 and Place of Service 71 were being denied as incorrect billing per CMS guidelines	02/10/22	26	03/05/2022	Open	As of 02/07 code editing is working to add an exclusion for Place of Service 71. Tentative Completion	To be determined	

Healthy Blue
Known Issues List

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest/ Penalties owed	Date resolved
			only Place of Service 15 or 81 can be billed with this CPT for payment					date is 03/27/2022.		