

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Found	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest/Penalties Owed	Date Resolved	Tech Ops Incident/ Problem Number
PEDIATRICS	TBD	CLAIMS	Service lines denying for procedure code 90619 when billed with an associated vaccine administration code for members 18 & under	1/31/2022	86	TBD	OPEN	Pending Benefit Update	N		N/A
ALL	TBD	CLAIMS	Service lines denying procedure code billed in an inappropriate setting for Laboratory procedures performed within office location	2/3/2022	83	4-6 weeks	OPEN	Payment Integrity Edit Update - manual process in place to catch this issue before being denied incorrectly	Y		N/A
ALL	TBD	PRIOR APPROVAL	Service lines denying for authorization for procedure codes 99501 and 99502 for DOS prior to 12/13/2021 in error	2/16/2022	70	30-45 days	OPEN	Pending Prior Authorization Update - manual process in place to catch invalid denials until fix is in	Y		N/A
PEDIATRICS	TBD	COB	Service lines denying for COB for Preventative Pediatric Services and EPSDT services billed with a EP or TJ modifier (Pay and Chase)	3/3/2022	55	TBD	OPEN	Pending System Update - manual process in place to catch invalid denials until fix is in	Y		N/A
ALL	TBD	CLAIMS	Procedure Codes J1050,J7296,J7297,J7298,J7300,J7301,J7307,S4993 denying for off-label diagnosis	3/24/2022	34	30-45 days	OPEN	Pending Workflow Update - manual process in place to catch invalid denials until fix is in	Y		N/A
ALL	TBD	CLAIMS	Procedure codes 96151, 96150, and 92551 denying in error	3/30/2022	28	30-45 days	OPEN	Pending Pricing Update - manual process in place to catch invalid denials until fix is in	Y		N/A
ALL	TBD	COB	State Medical Support Enforcement for state provided member list	4/11/2022	16	TBD	OPEN	Members within the State Medical Support Enforcement list will be monitored for any invalid COB denials to pay and chase until automation review is completed by state.	Y		N/A
TBD	TBD	CLAIMS	Hearing aids denying as reported through State Tickets: 13697, 14015, 14029, 14041 Still researching root cause	3/11/2022	47	TBD	OPEN	TBD	Y		N/A
HOSPITALS	TBD	CLAIMS	Newborn notification Denials for well-baby DRG's	4/18/2022	9	TBD	OPEN	Pending guidance from state	N		N/A
ALL	TBD	PRIOR APPROVAL	Service denying for Authorizations for services within the Covid Flexibility Waiver.	2/3/2022		N/A	CLOSED	Benefit Update implemented	Y	2/24/2022	N/A
ALL	TBD	CLAIMS	Service lines denying missing taxonomy for paper claims containing Rendering and Servicing Provider Taxonomy in error	2/8/2022		4/6/2022	CLOSED	IT Updated implemented	Y	4/6/2022	N/A
CME	TBD	CLAIMS	Claims billed related to CME services should pay if billed with required form	9/13/2021		3/24/2022	CLOSED	Benefit and Pricing Updated Implemented	Y	3/24/2022	N/A
ALL	TBD	CLAIMS	Service lines denying add on code billed without primary procedure for procure codes G0279 when billed with procedure codes 77065-77067 in error	2/10/2022		30-45 days	CLOSED	Benefit Update implemented	Y	3/24/2022	N/A
ALL	TBD	CLAIMS	Service lines denying EXQE for procure codes 77063 when billed with procedure codes 77065-77067	2/10/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario to not deny QE	Y	3/1/2022	N/A
ALL	TBD	CLAIMS	Service lines denying CPT & Location are not compatible for procedure code Q3014 denying for all providers that are not FQHC's or RHC's	2/11/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario to not deny for invalid location	Y	2/16/2022	N/A
PEDIATRICS	TBD	CLAIMS	Service lines denying benefit limit reached for well child exams based on rolling year instead of calendar in error.	2/24/2022		15 days	CLOSED	Benefit Update implemented	Y	3/18/2022	N/A
ALL	TBD	CLAIMS	Service lines denying CPT & Location are not compatible for procedure codes D0145 & D1206 when billed in locations 03, 11,12,13, 14,15,19, 21, 22, 24, 31, 32, 54, 49,71,50,72	2/24/2022		30 days	CLOSED	Benefit Update implemented	Y	3/9/2022	N/A