

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	129	8/19/2022	OPEN	Pending Benefit Update - manual process in place to catch this issue before being denied incorrectly	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	126	6/30/2022	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	113	8/19/2022	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	98	7/31/2022	OPEN	Pending System 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	71	8/1/2022	OPEN	Benefit update required; working through submitting a configuration request to resolve	Y		N/A
ALL	TBD	COB	Members will be provided weekly for State Medical Support Enforcement. All claims for these members will need to pay and chase for COB claims	4/11/2022	59	STATE WORKING WITH PHP'S FOR AUTOMATED RESOLUTION	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 - manual process in place to catch this issue before being denied incorrectly	Y		N/A
ALL	TBD	CLAIMS	Hearing aids denying as reported through State Tickets: 13697 14015 14029 14041 Still researching root cause	3/11/2022	90	8/1/2022	OPEN	Benefit configurations are completed. Claims team working through project submission	Y		N/A
HOSPITALS	TBD	CLAIMS	Newborn notification Denials for well-baby DRG's	4/18/2022	52	STATE WORKING WITH PHP'S TO DETERMINE OUTCOME	OPEN	Pending guidance from state			N/A
ALL	TBD	CLAIMS	Due to a system limitation CCH has recouped penalty and/or interest on some claims related to projects and adjustments paid in 2022 when it should not have.	1/1/2022	159	7/15/2022	OPEN	A correction will be implemented on 7/15/2022 to stop inaccurate recoupments. Timeline and manner for administering refunds is being assessed to limit adverse impact to providers.	Y		INC0548624
ALL	TBD	CLAIMS	CPT 80307 UDT should not be taking a copay. The state is taking the population out of the equation and only weighing in on the type of service. The service is Urine Drug Testing and they are saying that this is a benefit that is covered in full.	5/3/2022	37		OPEN	Pending Benefit Update - manual process in place to catch invalid denials until fix is in			
ALL	TBD	PRIOR APPROVAL	2.4259 – NDC 50924097110 /A4353 NDC 65702071110 – these codes are denying A1 - DENY: NO AUTHORIZATION ON FILE THAT MATCHES SERVICE(S) BILLED. Per NC Medicaid policy when billed with preferred NDC's these codes do not require an authorization. a. Currently reviewing to determine where the authorization denial is coming from. UM has verified authorization is not required, Preadj is currently reviewing if NDC is loaded. b. Please instruct claims shop to override authorization denials for these codes when billed with the corresponding NDC code until further notice.	4/24/2022	46	6/30/2022	OPEN	Pending Prior Authorization Update - manual process in place to catch invalid denials until fix is in	Y		N/A
FQHC	1	CLAIMS	Encounter code T1015 denials in error	5/18/2022	22	8/18/2022	OPEN	Still researching root cause and remediation plan	TBD		N/A
ALL	TBD	CLAIMS	NCCI Edits applying to Rev Codes for Outpatient Institutional claims NCCI Edits can only apply to the attached Rev Codes	5/11/2022	29	7/15/2022	OPEN	Payment Integrity Edit Update - manual process in place to catch this issue before being denied incorrectly	Y		N/A
PHARMACIES	TBD	CLAIMS	Pharmacies were being charged claim transaction fees.	4/29/2022	20	8/18/2022	OPEN	Fees were stopped as of 4/29/2022. Still researching root cause and remediation plan	N		N/A

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ALL	TBD	CLAIMS	Breast and Cervical Cancer Members taking copay incorrectly	1/6/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario not take Copay for members	Y	1/13/2022	N/A
PEDIATRICS	TBD	CLAIMS	EPSTD procedure codes 99381-99385, 99391-99395, 96110, 96161, 96127, 96160, 99406-99409, 92551, 92552, 83655 billed with an EP Modifier for Medicaid Members Age 0-20 were denying for invalid diagnosis in error.	12/17/2021		N/A	CLOSED	Benefit Update was implemented to exclude EPSTD diagnosis codes from this denial	Y	1/24/2022	N/A
PEDIATRICS	TBD	CLAIMS	EPSTD services were denying for invalid modifier when billed with mod EP due to an issue with Diagnosis Codes Z00.00, Z00.01, Z01.110, Z01.10, Z00.121, Z00.129, Z00.110, Z00.111, Z02.89, Z01.00, Z01.01, Z01.118, Z23, Z28.3, Z13.88, Z77.011, Z11.1,Z00.00,Z00.01,Z01.110,Z01.10 not being included in this for Medicaid members	12/17/2021		N/A	CLOSED	Benefit Update was implemented to include EPSTD diagnosis codes so when billed they will no longer hit this benefit	Y	1/24/2022	N/A
PEDIATRICS	TBD	CLAIMS	EPSTD services were denying for invalid modifier when billed with mod EP or FP due to an issue with Diagnosis Codes Z00.00, Z00.01, Z01.110, Z01.10, Z00.121, Z00.129, Z00.110, Z00.111, Z02.89, Z01.00, Z01.01, Z01.118, Z23, Z28.3, Z13.88, Z77.011, Z11.1,Z00.00,Z00.01,Z01.110,Z01.10 not being included in this for Medicaid members	12/17/2021		N/A	CLOSED	Benefit Update was implemented to include EPSTD diagnosis codes so when billed they will no longer hit this benefit	Y	1/24/2022	N/A
ALL	174	CLAIMS	Procedure code 87880 denying procedure not allowed for CLIA certification type in error when billed with QW modifier.	1/27/2022		N/A	CLOSED	CLIA IT Update was implemented to have the scenario not deny ExC2	Y	1/22/2022	N/A
N/A	N/A	CLAIMS	Procedure code 99401 when billed with Z23 taking copay incorrectly	1/31/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario not take Copay for members	Y	2/10/2022	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		N/A	CLOSED	IT Update Implemented	Y	3/27/2022	N/A
CME	TBD	CLAIMS	Claims billed related to CME services should pay if billed with required form	9/13/2021	269	N/A	CLOSED	Benefit and Pricing 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		N/A	CLOSED	Benefit Update was implemented to have the scenario to not deny QE	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		N/A	CLOSED	Benefit and Pricing Updated Implemented to pay well child exams appropriately	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		N/A	CLOSED	Benefit and Pricing Updated Implemented to pay appropriately	Y	3/9/2022	N/A
ALL	TBD	CLAIMS	Procedure Codes J1050,J7296,J7297,J7298,J7300,J7301,J7307,S4993 denying for off-label diagnosis	3/24/2022		N/A	CLOSED	Benefit and Pricing Updated Implemented to pay appropriately	Y	4/7/2022	N/A
ALL	TBD	CLAIMS	Due to a system limitation that is being corrected, there are projects and adjustments paid in 2022 where CCH has not paid interest when interest is due.	1/1/2022			CLOSED	Correction to claims interest calculation was implemented. interest payments will be retroactively paid where appropriate.	Y	5/4/2022	N/A
ALL	TBD	CLAIMS	COVID vaccine code increase from \$45 to \$65	3/1/2022		4/5/2022	CLOSED	Update pricing for vaccine code.	N	4/5/2022	N/A

