

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023137 OCTOBER 19, 2023

Claims that denied for some rendering providers to be reprocessed

The Indiana Health Coverage Programs (IHCP) has identified an issue where claims may have denied incorrectly for some rendering providers submitted on claims.

Claims may have denied in error when rendering providers had a new IHCP Provider ID created. These claims may have denied with explanation of benefits (EOB) code 1004 – *Rendering provider not enrolled at the service location submitted on the claim for the program billed for the dates of service. Please verify provider number and service location and resubmit.*



The claim-processing system has been corrected. Claims that denied in error for EOB 1004 will be mass reprocessed. Providers should see the reprocessed claims on remittance advices (RAs) beginning Nov. 22, 2023, with internal control numbers (ICNs)/Claim IDs that begin with 80 (reprocessed denied claims).

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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