

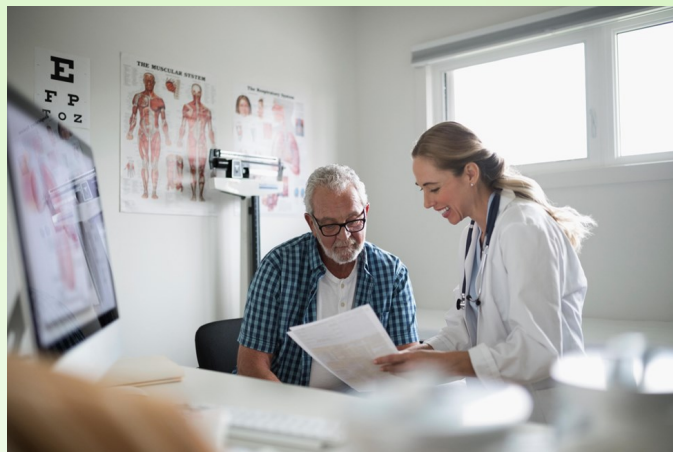
IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023155 NOVEMBER 7, 2023

Fee-for-service claims that denied in error to be mass adjusted or reprocessed

The Indiana Health Coverage Programs (IHCP) has identified an issue with fee-for-service (FFS) claims that have denied in error for the following:

- Waiver claims processed from noon on Monday, Oct. 23, 2023, through midnight Monday, Oct. 23, 2023, may have denied in error with explanation of benefits (EOB) code 4021 – *Procedure code is not covered for the dates of service for the program billed. Please verify and resubmit.*
- Medical services processed from midnight on Tuesday, Oct. 24, 2023, through 3:30 p.m. on Wednesday, Oct. 25, 2023, may have denied in error with EOB code 4801 – *Procedure code not covered for benefit plan.*



The claim-processing system has been updated, and claims will be mass adjusted or reprocessed beginning immediately. Providers should see adjusted/reprocessed claims on remittance advices (RAs) with internal control numbers (ICNs)/Claim IDs that begin with 80 (reprocessed denied claims) or beginning with 52 (mass replacements non-check related).

QUESTIONS?

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