

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202385 JULY 27, 2023

Incorrectly denied electronic crossover claims

The Indiana Health Coverage Programs (IHCP) has identified a claim-processing issue involving crossover claims submitted using the 837P electronic transaction.

Due to a mapping issue, 837P crossover claims adjudicated from June 2, 2023, through June 12, 2023, may have denied incorrectly for explanation of benefits (EOB) 0593 – *At least one detail submitted contains Medicare COB data resulting in a review of all detail COB data. Please review to ensure COB data for detail in question does not contain all zeros or is missing.*

The claim-processing system has been corrected, and claims will be mass reprocessed. Providers should see reprocessed claims on Remittance Advices (RAs) beginning Aug. 30, 2023, with internal control numbers (ICNs)/ Claim IDs that begin with 80 (reprocessed denied claims).



QUESTIONS?

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