

# Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated May 9, 2024

The UnitedHealthcare Community Plan of North Carolina is making this information available to health care professionals to help you better understand when we identify system issues and make adjustments or corrections to fix those issues.

If you have any questions about these issues, please contact the Provider Call Center at **800-638-3302**.

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
Various	TBD	Provider	The North Carolina Department of Health and Human Services (DHHS) identified that the language and NPIs in our electronic and printed provider directories don't match what's displayed in the Enrollment Broker and NC Tracks.	Oct. 5, 2023	161	March 14, 2024	Closed	Updates to the UnitedHealthcare Provider Directory were completed on March 14, 2024.	No	March 14, 2024	COM0046462 COM0046159 COM0046905

DME	45	Claims	<b>Durable medical equipment</b> The state's Encounter Processing System (EPS) was rejecting encounters submitted by Prepaid Health Plans (PHP). This caused claims for durable medical equipment (DME) to be denied.	Oct. 16, 2023	206	March 19, 2024	Open	UnitedHealthcare completed the update and is reprocessing claims as a result of the update.	No	TBD	COM00042442
Other	83	Other	<b>CMARC overpayments</b> Incorrect eligibility criteria for members of Care Management of At-Risk Children (CMARC) triggered overpayments to local health department providers.	Feb. 7 2024	47	March 25, 2024	Closed	We posted on our state news site communication to local health department providers regarding the CMARC overpayments.	No	March 25, 2024	COM00054313
DME	71	Other	<b>Non-covered code list</b> The state of North Carolina notified us through a command center ticket that health plans are required to comply with the Medical Assistance federal regulations for Medicaid durable medical equipment (DME)/point of sale (POS) programs, per section 42 CFR 440.70. The section also applies to managed care,	Feb. 13, 2024	86	April 29, 2024	Open	We submitted our non-covered and covered codes policy to the North Carolina Department of Health and Human Services on April 15, 2024.	No	TBD	COM00052407

			except for paragraphs (f) and (g) regarding conditions of payment.								
Other	All could be impacted.	Other	<p><b>Provider flexibilities</b></p> <p>On Feb. 21, 2024, Change Healthcare experienced a cybersecurity issue. Once UnitedHealthcare became aware of the outside threat, and in the interest of protecting our partners and patients, immediate action was taken to disconnect Change Healthcare's systems to prevent further impact. UnitedHealth Group is making substantial progress in restoring service and providing health care professionals workarounds for claims submissions and payments.</p>	Feb. 21, 2024	16	March 8, 2024	Closed	As of April 23, 2024, the North Carolina DHHS is no longer tracking the claims and hardship report.	No	March 8, 2024	INC0825885 PRB0045652