

# Known issues log

UnitedHealthcare Community Plan – Nebraska

Updated May 2, 2024

The following is a current list of open and closed known global claims issues for UnitedHealthcare Community Plan in Nebraska. For questions related to open issues, reach out to your provider advocate or call Provider Services at 866-331-2243.

## Open issues

Description	Impacted provider type	Resolution status	Estimated completion date
Due to a change in guidance from Nebraska Medicaid, we will be reprocessing claims that were paid without including the reduction for Medicare sequestration between July 1, 2022, and the date the system changed. The payments were based on the allowed amount after the reduced Medicare sequestration amount. We're working on updating the claims system and will pay the sequestration amount going forward.	Behavioral health and physical health	Validation of deployment fix has been completed and claims are processing as expected.	May 31, 2024

## Closed issues

Description	Impacted provider type	Resolution status	Completion date
Telehealth claims billed with modifier 95.	Behavioral health and physical health	Claims have been reprocessed.	Aug. 23, 2023
F27 denial The inpatient value code 80 edit is receiving a F27 denial. Some facility claims that were processed Sept. 26– Nov. 10 were incorrectly denied.	Facilities	We initiated a review on all claims denied for M49 missing, incomplete and/or invalid value code(s) or amount(s) and will verify them for accuracy. We'll reprocess claims that were incorrectly denied. Providers will not need to file a reconsideration.	Jan. 31, 2023