11/10/2026

Indiana B24 Denial Claims Processing Error

On October 28, 2026, UnitedHealthcare Community Plan of Indiana identified a claims processing issue affecting a certain Indiana claims submitted on a CMS-1500 claim form.

Under certain circumstances, impacted claims received an incorrect denial with a reason code B24 because the address reported in Box 32 was used for billing address validation rather than the billing provider address reported in Box 33. Upon identification of the issue, UnitedHealthcare immediately initiated an investigation, validated the root cause, and implemented corrective actions.

The processing issue has been corrected and is no longer occurring. UnitedHealthcare has identified 457 impacted claims and submitted a claims project to ensure affected claims are reviewed, corrected, and reprocessed. This claims project is anticipated to be complete on December 8, 2026.

Providers are not required to take any action at this time. Impacted claims will be addressed through the remediation project, and UnitedHealthcare will communicate any additional provider-specific actions if necessary.

Questions? We're here to help.
For questions regarding claim status or payment, contact your Provider Advocate or Provider Services at 877-610-9785, Monday–Friday, 8 a.m. to 8 p.m. ET.

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