

Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated Dec. 2, 2022

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**.

(See next page for the table.)

Any person, clinic, pharmacist or group that gives a member 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
Other	TBD	Claims	Influenza vaccines are denying when EP modifier is billed for ages under 2.	3/11/2022	209	TBD	Closed	Responses received from the State on 05/04/22; however, additional guidance is needed to research depth of issue and providers potentially impacted. Per the State, the vaccine code increased from \$45 to \$65, retroactive to 04/21/21. A manual audit was in place effective 06/01/22 to prevent further denials. Systematic fix completed on 10/6/22.	No	10/6/2022	COM0014838

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Various	59	Claims	Fee schedules were not always processed within 45 days of implementation.	5/19/2022	183	TBD	Open	A systematic process is in place for timely fee schedule implementation. Interest and penalties have been assessed while awaiting State approval for encounter data.	Yes	TBD	COM0017704
Various	TBD	Other	Provider groups may have experienced taxonomy reject and may have not resubmitted paper claims that have missing taxonomy when initially filed.	7/1/2022	140	TBD	Open	Providers can resubmit paper claim submissions with dates of service 09/01/2021 to current, to expedite payment without receiving a timely-filing penalty.	No	TBD	

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DME	TBD	Claims	<p>Durable medical equipment (DME) processing and pricing claims were denied for prior authorization where authorization is not required.</p> <ol style="list-style-type: none"> Uncovered codes are covered with Auth/Med Nec Define when an invoice is required and valid to be used for manual pricing (no fee schedule) System configuration to identified when a non-covered code is authorized DME limitations are exceeded with auth and denied inappropriately 	7/7/2022	148	12/31/2022	Open	<p>Comprehensive DME benefit review:</p> <ul style="list-style-type: none"> DME limitations policy to configuration analysis DME authorization requirements enforcement Early and Periodic Screening, Diagnostic and Treatment (EPSDT) waivers Manual pricing methodology Non-covered services with authorization auto claims processing 	No	TBD	COM0016066

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NEMT	TBD	Claims	Ground and Rotary Air Ambulance Transport: Prior approval requirement for providers issue when members require transportation by air.	7/14/2022	111	TBD	Closed	Validation of each contracted public ambulance provider is mapped correctly and no Less than Logic is applied.	No	11/2/2022	State request
Various	TBD	Claims	Institutional claims with bill type codes 11, 18, 21, 22, 32, 34, 81, 82, 85, and no "line service begin date" provided on encounter.	7/20/2022	57	9/15/2022	Closed	A short-term solution was completed; however, the health plan and the State encounter team are working to resolve it. Research continues at the line level for missing information.	No	9/15/2022	N/A
Various	TBD	Claims	Claim denials on E&M codes when billed with 96372.	7/20/2022	57	9/15/2022	Closed	No impact.	No	9/15/2022	N/A
Pediatric	2,454	Claims	Covered service codes were denied as noncovered due to recent system update.	8/12/2022	38	9/6/2022	Closed	Files were updated to pay covered service codes. Claims were reprocessed.	No	9/19/2022	State notification

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Various	TBD	Other	Capitation reporting Monthly paper capitation reports are creating challenges for providers to reconcile in their system. UnitedHealthcare will develop an electronic file (using the State's provided template) to include the Group NPI ID for secure file submission to providers.	9/22/2022	71	12/6/2022	Open	Develop an electronic file (Excel) with the monthly capitation details to include the Group ID.	No	TBD	COM22498761

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Various	TBD	Eligibility	UnitedHealthcare is receiving complaints from members regarding access to care. Members show as active in NCTracks but don't appear in the UnitedHealthcare system. As of 10/11/22, UnitedHealthcare has received approximately 13 escalated issues in which the members' eligibility for UnitedHealthcare Community Service Plan (CSP) showed as terminated in Facets, which created difficulties for them when they tried to obtain services.	10/4/2022	10	10/14/2022	Closed	As of 10/14/22, we've restored eligibility for all affected members. A total of 444 impacted claims will be reprocessed as soon as possible.	No	10/14/2022	PRB0043417

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Various	TBD	Claims	<p>NDC/HCPCS crosswalk denials</p> <p>The UnitedHealthcare Provider Manual states: "PHPs should not deny an outpatient hospital claim line because the NDC/HCPCS combination is not active on the crosswalk table." However, there are some combination denials for outpatient claims and they're not aligned with the State's source of truth.</p>	9/1/2022	92	12/31/2022	Open	RJ file verification and necessary updates.		TBD	

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LHD	TBD	Provider	County Health Department (CHD) network status Inconsistent provider load methodology for North Carolina County Health Department is creating in-network and out-of-network issues and claims processing issues.	9/1/2022	92	12/31/2022	Open	1. Develop, document and execute a consistent provider load process for North Carolina County Health Departments 2. Initiate provider education for impacted TINs 3. Initiate claims reprocessing following load completion		TBD	