

“Always Therapy” Code Reimbursement Error for UnitedHealthcare Community Plan Claims

On May 21, 2019, it was discovered a claim edit was incorrectly loaded into our system. As a result, UnitedHealthcare Community Plan claims that included “Always Therapy” codes with and without the GN, GO or GP modifiers were denied for claims submitted on or after May 19, 2019.

What We’re Doing to Correct the Issue

- Our claims system was updated on May 22, 2019, to remove the edits that were loaded incorrectly.
- We’re working to identify and reprocess affected claims as quickly as possible.
- When claims are reprocessed, affected care providers will receive payment for the correct reimbursement amount.

What This Means for You

- While we work to identify and reprocess affected claims, we’ve postponed implementing the edit requiring the modifier on “Always Therapy” codes until Sept. 1, 2019.
- For dates of service on or after Sept. 1, 2019, the GN, GO or GP modifiers will be required on “Always Therapy” codes.
- Denials will only occur if the “Always Therapy” codes are reported without one of the required modifiers.
- Claims are still subject to other reimbursement policy edits, coverage and/or benefit determinations.

We’re Here to Help

If you have questions, please call us at 877-842-3210, from 7 a.m. to 7 p.m. Eastern Time, Monday through Friday. Thank you.