

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Found	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest/Penalties Owed	Date Resolved	Tech Ops Incident/Problem Number
Institutional	44 Providers	Claims	Institutional claims are denying as non-covered services, but codes are listed on the covered code list.	4/16/2024	310	N/A	Open	VP of Operations sent question to state regarding 0202U specifically, however, configuration is researching additional codes denied that are appearing on fee schedule that denied as non-covered.	Yes		RMS00186110 / RMS00187521
Outpatient Institutional	115	Claims	Hospital outpatient services denied for DN085/PINVP instead of pricing at RCC or fee schedule for outpatient hospital laboratory.	8/7/2024	197		Closed	The WellCare Configuration Team has made the necessary updates to correct the reimbursement logic. An impact report has been pulled to capture all incorrectly processed claims. Claims are being reprocessed to pay at the correct RCC or fee schedule.	No	1/2/2025	RMS00200019
Institutional	3	Claims	A reimbursement configuration issue is causing inpatient institutional claims to pay incorrectly w/ a SYSREHAB or SYSPSY1 system generated payment line instead of DRG pricing, causing underpayments. Review of impacted claims has identified 3 facilities experiencing this issue.	8/14/2024	190	8/31/2024	Open	The WellCare Configuration Team has initiated updates to the 3 impacted facilities to correct the reimbursement logic and mitigate the SYSREHAB & SYSPSY1 system generated lines from paying incorrectly. Claims testing is underway to ensure DRG reimbursement is applied correctly to new claim submissions. The Configuration Team to provide a determination on the time span involved and provide a complete claims impact for reprocessing and adjustment.	Yes		RMS00198110
Professional	All	Claims	A prepayment edit/denial requesting medical records is being applied to claims billing Allergy Testing. The prepayment review conflicts with the clinical policies.	1/8/2025	43	2/28/2025	Open	Prepayment code edit modification is being implemented to remove this edit being applied to Allergy Testing. A claims impact report is being pulled to identify denials and submit them for reprocessing.	Yes		RITM07730752

