

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
Professional	500	Overpayment	In 2023, the Local Education Agencies NCD Fee Schedule was added in error to multiple providers, thus causing some CPT codes to pay higher than allowed. Claims paid in error are currently being identified. Any claim line that paid more than \$10 from the LEA Fee Schedule will be recouped and then reprocessed to pay from the appropriate fee schedule. Impacted providers can expect to receive communications before the recoupment takes place.	45809	172	45874	Open	Impacted claims will be recouped and then reprocessed/paid from the appropriate fee schedule. Issue has been fixed - discussing how to proceed with impacted claims.	No	45874	
Professional	32	Claims	There was an error identified in PCS claims are being manually processed. The days entered into the calculator were calculating the days authorized instead of the authorized units approved, which led to an underpayment in the per diem rates.	45862	119	45866	Open	Education has been completed for processing and ensuring that the calculation uses authorized units approved rather than days. A global impact has been pulled to have any claims reprocessed that were underpaid.	Yes		RMS00242065
Institutional	All	Claims	Wellcare has identified an issue where labor/delivery related claims with Rev Codes and Proc Codes 720, 721, 722, 724, 729, 59409, 59410, 59510, 59514, 59515, 59610, 59612, 59614, 59618, 59620, & 59622 are denying NOTCV: DENIED: not a covered benefit or exceeded the benefit limit in error, for dates of service >= 7/1/2025. NCDHHS has implemented a new rule, effective 7/1/2025, that all delivery billing claims, not just those that are globally billed, that do not include 0500F (Initial Prenatal Care Visit), will be denied. Global obstetric service claims are not to be submitted until postpartum care has been rendered. Wellcare mistakenly included the previously mentioned codes in the determination for which claims should be denied. A global project will be submitted for claims that were denied in error.	45870	111	45877	Open	Impacted codes have been removed from determination for denial.	TBD		
Physicians	1128	Claims	Telehealth codes 98000-98015 have been denying for all POS except 02 & 10. (*Impact report shows 2716 claims) State verbiage was unclear during coding of edit CE034 so market decision needs to be made to allow all POS or exclude some.	45888	22	45922	Open	Market decision made to allow all POS when billed with the GT modifier EXCEPT POS 02. CE034 denials should be turned off for POS 11,12,19,22,23, 50,71,99 and should be turned on for POS 02.	No		RMS00243974 RITM08952523 RITM09097630
FQHC	15	Claims	FQHC Providers billing G0512 with Place of Service 50 were receiving denials for CE199: Denied - Technical Services Not Payable for this POS.	45925	56	45985	Open	Coding will remove NC Medicaid from edit CE199 for FQHC and RHC Providers.	No		RITM09224107 RMS00248265
Institutional and Professional	Pending	Claims	WellCare has identified an issue causing an increase in COB denials related to some of the Member TPL validations and updates not successfully being ingested into the WellCare systems. This issue has caused some WellCare members to reflect the incorrect OIC information on the Provider Portal.	45831	150	45900	Closed	WellCare leadership has escalated this issue and currently has several parallel workstreams in progress. The Data Analytics team is generating and reviewing reports to identify any TPL records that errored out and were not ingested into the system. System enhancements are underway to produce a corrected TPL output file that can be appropriately ingested to update the WellCare portal and internal systems. Recent TPL updates are being reviewed and validated to initiate manual processing and reduce the overall claims impact. A global claims impact analysis is underway to determine which TPL records require updates and potential claims reprocessing.	Yes	45936	
Institutional Hospice	Pending	Claims	WellCare has identified an issue for Hospice Providers causing CMD01 Denials (Denied: Not a Covered Medicaid Service) when billing Value Code G8. Per the NC Medicaid Clinical Coverage Policy, 3D Hospice Services, updated on 3/15/2024, Value code 68 was removed and replaced with G8. Some Hospice providers do not have the updated value code reimbursement logic for billing G8, causing the CMD01 denials.	45889	92	45930	Closed	The WellCare Configuration Team is reviewing and updating all impacted Hospice Providers to ensure Value Code 68 is removed and G8 added to the reimbursement logic. A global impact report is being pulled to identify Hospice claims billing Value Code G8 that denied CMD01 incorrectly. Once the configuration updates are completed, the impacted claims will be reprocessed and adjusted to pay.	Yes	45918	RMS00245003
Optical	57	Claims	Claims denied NOFEE for code is not a covered service on your fee schedule. Ophthalmologist are loaded with the Optometry fee schedule and provider states they should be reimbursed at the Physician Fee Schedule	44469		44502	Closed	Providers updated to add Physician Services Fee Schedule to allow reimbursement for optometry related services. Claim adjustments complete.	No	44502	N/A
Various	75	Claims	Claims for newborns denied DN001 for no prior authorization in error	44494		44523	Closed	Authorizations were waived for newborn claims. Claim adjustments complete.	No	44523	N/A
Dental	4	Claims	Dental ASC claims denied IH041 for invalid place of service in error	44493		44517	Closed	Coding edit modification to allow reimbursement for dental services in an ASC setting. Claim adjustments complete.	No	44517	N/A
Dental	12	Claims	Dental surgery services incorrectly denied BMCD to bill Medicaid directly for ASC facilities	44508		44533	Closed	Benefits configuration updated to reimburse dental services for all facilities. Claim adjustments complete.	No	44580	N/A
FQHC/RHC	452	Claims	FQHC T1015 Denial	44467		44475	Closed	FQHC/RHC pricing updated. Claim adjustments complete.	No	44475	N/A
Various	116	Claims	IH118 denials for service is incidental service, not separately payable due to incorrect bundling of lab services	44503		44533	Closed	Coding edit turned off to allow lab services to pay based on CCR and lab fee schedule. Claim adjustments complete.	No	44533	N/A
Various	1793	Claims	NDCTT: Drug manufacturer labeler is not allowed for rebate. Physician administered drugs not pricing according to the fee schedule	44476		44490	Closed	Configuration update to allow reimbursement for drug codes when billed with the appropriate NDC code based on guidance received from the State. Claim adjustments complete.	Yes	44496	N/A
Various	1631	Claims	Non PAR treat as PAR: non par claims denied for no prior authorization during 9/30/21 - 11/30/21 period when non par providers were to follow PAR auth rules	44512		44530	Closed	Authorization requirements waived for 9/30/21 - 11/30/21 for Non PAR providers. Claim adjustments complete.	No	44530	N/A
Various	864	Claims	Copays were being applied to services that were part of an EPSDT visit.	44519		44578	Closed	System is now updated to no longer apply copays for services rendered as part of an EPSDT visit.	No	44662	N/A

Various	1620	Claims	Vaccine codes 0001A, 0004A, 0054A and 0071A paid \$45. State retro updated rate back to April 1, 2021 to pay \$65. Adjustment project captures claims for ALL NC Medicaid providers.	44630	44600	Closed	Rates were previously updated; claim adjustments in process	No	44656	N/A
Various	7	Claims	Child First Services- update for CPT code 99499; DN001/INMOD denials	44582	44616	Closed	System updates completed to pay claims at appropriate rate if provider submitted appropriate certification form. Adjustments complete	Yes	44635	N/A
DME	55	Claims	DME & O&P claims denied IH033 for exceeding clinical guidelines and IH038 for inconsistent modifier used or required modifier is missing when billing with KX & KS modifiers	44587	44603	Closed	Coding edits turned off to allow the use of modifiers KX and KS. Claim adjustments complete.	No	44603	N/A
DME	23	Claims	DME & O&P claims denied INMOD for procedure code not payable on fee schedule and NOFEE for code is not a covered service on your fee schedule due to providers not configured with correct fee schedule per NC price grid	44511	44616	Closed	Appropriate providers updated with DME & O&P fee schedules to allow payment for these services. Claim adjustments complete.	No	44616	N/A
Various	9	Claims	Fee Schedule issue causing H2022 code to deny NOFEE for code not covered on fee schedule & INMOD for procedure code not payable on fee schedule- 2 Part Project: Part 1 for TJ & HE modifiers, Part 2 for CR, GT and blank modifiers	44592	44610	Closed	Fee schedule updated to add modifiers TJ, HE, CR, GT and blank to allow appropriate reimbursement for HCPCS code H2022. Claim adjustments complete for both Part 1 and 2 projects.	No	44610	N/A
Various	All	Claims	Received fee schedule update to reimburse the following codes \$65 rate for vaccine administration: 0001AEP, 0001A, 0002AEP, 0002A 0003AEP, 0003A 0004AEP, 0004A 0011AEP, 0011A 0012AEP, 0012A 0013AEP, 0013A 0031AEP, 0031A 0034AEP, 0034A 0054AEP, 0064A 0071AEP, 0071A 0072AEP, 0072A 0073AEP, 0073A.	44582	44627	Closed	WellCare has implemented the fee schedule change as required. There are 534 claims remaining to be adjusted to pay the rate of \$65. ***Claim adjustments complete	Yes (after 3/7/22)	44719	N/A
Various	1	Claims	Claims incorrectly denying IH118 & IH123 for Revenue Code requires HCPCS code when Rev Code is billed without HCPCS or CPT code	44606	44643	Closed	Edit updated to allow reimbursement when Revenue Codes are billed without HCPCS/CPT codes. Claim adjustments in process, ETA: TBD ***Claim adjustments complete	Yes	44719	N/A
Behavioral Health	151	Claims	Claims denied NOFEE for code not covered on fee schedule and INMOD for procedure code not payable on fee schedule. BH provider types billing for CPT code Q3014 not on the custom BH Fee Schedules	44606	44651	Closed	Fee schedule updated to add HCPCS code Q3014. Previous issue addressed claims for a single provider. Now addressing remaining claims for global impact, ETA: 4/30 **5/2- Claim adjustments complete	No	44683	N/A
Various	21	Claims	Aged NCD SNIP Edit. Issue identified with our Standard SNIP edits that was part of the EDI Gateway upgrade that occurred mid-February. The standard edit, Service Facility Location Name should not be used, was deployed into production incorrectly and the issue was identified as part of our on-going EDI gateway validation efforts.	44645	44650	Closed	The standard edit, Service Facility Location Name should not be used, was deployed into production incorrectly and the issue was identified as part of our on-going EDI gateway validation efforts. Issues are being resolved per provider. Depending on how the claim was submitted some providers will have to resubmit while most HHAX will resend us a corrected file. Claims began reprocessing 3/30/22. Claim count: 7,888	Yes	44650	N/A
Various	1	Claims	Taxonomy Issues. Issue identified with the BEGIN and END dates of a claim where the provider was active on different roster spans	44616	44644	Closed	Updates made to rules that check the BEGIN and END dates. Claims were reran and are currently pending. Reran claim count: 54,071	Yes	44644	N/A
Various	1113	Claims	Claims denied for EOB for Preventative Care services. Preventative Care Service are to be paid as primary and not deny when patient has other insurance	44621	44631	Closed	System has been updated to pay preventative care services as primary when billed with EP or TJ modifiers.	Yes	44631	N/A
Various	1	Claims	Taxonomy Issues. Issue identified with the BEGIN and END dates of a claim where the provider was active on different roster spans	44616	44644	Closed	Updates made to rules that check the BEGIN and END dates. Claims were reran and are currently pending. Reran claim count: 54,071	Yes	44644	N/A
Ambulance	12	Claims	Ambulance ONE CALL claims denying for multiple reasons; configuration update to reflect appropriate denial reason code; claims adjusted to reflect ONECA denial reason	44565	44621	Closed	Benefits configuration updated for claims to deny ONECA. Claim adjustments complete to reflect appropriate denial reason code.	No	44621	N/A
Various	1	Claims	Authorizations not required for Home Health providers during TOC period (Part 1)	44468	44635	Closed	Authorization requirements waived during TOC period, 7/1/21 - 9/28/21 for Home Health providers. Claim adjustments complete.	No	44635	N/A
Behavioral Health	1	Claims	Claims denied NOFEE for code not covered on fee schedule due to provider pick issues where claims incorrectly processed to group PID and processed as Non PAR or Q3014 missing from BH fee schedule.	44606	44651	Closed	Individual providers were retro loaded PAR. Claims that incorrectly picked group ID and processed as Non PAR were reprocessed as PAR to the individual provider ID and Q3014 was added to BH schedule. Adjustments complete.	Yes	44648	N/A
Various	1353	Claims	EPSDT claims denying DN018 for primary EOB for services that should be paid as primary by the Health Plan	44620	44648	Closed	Script to be updated to exclude EPSDT services. Adjustments complete	No	44648	N/A
Various	289	Claims	Maternity services denied for DN018 (requesting EOB from primary insurance) in error as Maternity services pay claims as primary.	44620	44651	Closed	Script to be updated to exclude Maternity services and pay claims as primary. Adjustments complete.	No	44636	N/A
Various	118	Claims	Radiology services denied DN001 for prior no authorization when valid authorizations exist (NIA vendor)	44623	44642	Closed	Processing details updated to include NIA vendor authorization logic. Claim adjustments complete	No	44642	N/A
Pharmacy	All	Pharmacy	Our PBM, CVS/CareMark removed the transmission fees for entire WellCare North Carolina Medicaid pharmacy network as of April 29, 2022. WellCare of NC will also inform contracted pharmacy providers that no transaction fees will be charged by WellCare of NC for the processing of all Medicaid pharmacy claims starting April 29, 2022	44677	44680	Closed	Our PBM, CVS/CareMark removed the transmission fees for entire WellCare North Carolina Medicaid pharmacy network as of April 29, 2022	No	44680	N/A
DME	737	Claims	Health Plan decision to load DME, orthotics and prosthetics fee schedules to the following provider licenses: MD, DO, NP & PA. Current configuration is based on taxonomies; and O&P was loaded based on degrees of providers. These services are being billed by various providers outside of the taxonomies/degrees the fee schedules were loaded to remove provider abrasion and allow these Providers to administer the necessary DME/O&P services	44511	44652	Closed	Loaded DME, orthotics and prosthetics fee schedules to the following provider licenses: MD, DO, NP & PA. Additional updates to load licenses APRN, ARNP, DPM, APN, CNP, MSNPP, PAC & PO. Claim adjustments in process ***5/16- Claim adjustments complete	Yes	44697	N/A

DME	All	Claims	Claims for DME (disposable supplies) denied CES24, NOFEE and INMOD when billed with the "NU" modifier.	44630	44692	Closed	Fee schedules were updated to add the null/XX rows to codes back to the earliest effective date. Coding Edit modification implemented to remove identified codes to allow reimbursement when billed with NU modifier. (Codes- T4521-T4544; B4160, B4161, B4152, B4150, B4155, B4103, B4158, B4149, B4154, B4100, B4153, B4197, B4162, B4185). Claim adjustments complete.	No	44692	N/A
Various	All	Claims	Claims denied for EOB for Medical Support Enforcement members.	44630	44708	Closed	Received list of identified Medical Support Enforcement members. We will denote these members using a rider code to allow claims to pay as primary. Claims impacted are 1849 with claims expected to be reprocessed by 5/27/22. ***Claim adjustments completed on 5/5/22	No	44686	N/A
Hospital	All	Claims	Newborn Claims denied for authorization. We received updated state guidance for Newborn Claims and notifications.	7/1/2021	44683	Closed	Reprocessing of normal newborn claims denied for no authorization completed on 4/26/22. Claim adjustments completed for claims with DRG 794 and 795. All other DRG's, will be reprocessed by 5/20/22. There are a total of 13 claims that require medical records for retro auth. Provider Relations have reached out for those specific claims. ***Claim adjustments complete	No	44688	N/A
Various	194	Claims	Institutional claims were incorrectly denied for NDCCU/NDCTT.	44617	44666	Closed	EDI/front end business rules will be updated to relax validation on institutional claims based on clarification received from the State; ETA for Claim adjustments in process, ETA: 4/20 **4/12- first round of adjustments are complete.	No		INC0536090/PRB0042699
Various	74	Claims	Claims denied CECCD for critical care codes in ER setting same day discharge. Edit was setup for critical care ER visits where member was not admitted. Edit was updated to only apply on the ER line vs entire claim denial	44581	44657	Closed	Edit updated to only apply denial to ER line when appropriate and not the entire claim. Claim adjustments in process, ETA: 4/30 **5/2- Claim adjustments complete	Yes	44683	N/A
Various	22	Claims	Claim denied CPT code 99509 DN018 for primary EOB. Member has other coverage as primary and script is denying claims for DN018. Per state guidance, No other third-party payer is responsible for covering PCS.	44648	44664	Closed	Claims script was updated to process 99509 as primary when member has commercial insurance as primary carrier. Members who have Medicare as primary was already set up to pay as primary for PCS services. Claim adjustments in process, ETA: 4/26 ***4/26- Claim adjustments complete	No	44677	N/A
LHD	93	Claims	Claims for LHD groups denying HCPCS code T1002 NOFEE for code is not a covered service on your fee schedule. Configuration updated to add LHD fee schedules to individual providers to allow reimbursement for HCPCS code T1002.	44658	44662	Closed	Configuration updated to add LHD fee schedules to individual providers to allow reimbursement for HCPCS code T1002. Claim adjustments in process, ETA: 4/22 ***4/26- Adjustments complete	No	44677	N/A
Various	All	Claims	Claim issue where claims/HCPCS code J1050 not should not hold for NDC; going out as paid status without a net amount.	44733	44798	Closed	Claims hold has been corrected to review the NDC submitted.	No	44798	
Various	All	Claims	Claim denials on E/M codes when billed with procedure codes 96372	44706	44799	Closed	Claims edit will be updated to allow payment of these codes when billed together. Based on additional review, claims are denying appropriately. No action needed on these claims.	Yes	44789	
Various	All	Claims	Claims denied CPT codes 36591 and 36592, IH018 for NCCI denial for comprehensive/component procedures	44694	44766	Closed	Edit under review to determine validity, impacted claims will be reprocessed if claims denied in error. **Claim adjustments complete	Yes	44769	
Various	All	Claims	I1750 denied IH014 for Srv/Proc/Mod Exceeds Standard Frequency Allowed. MUE is being applied incorrectly.	44749	44785	Closed	Edit under review to determine validity, impacted claims will be reprocessed if claims denied in error. ***Review confirmed edit is firing appropriately. No additional action required.	Yes	44755	
Ambulance	All	Claims	NC DHHS is modifying the Ambulance Clinical Coverage Guidance to exclude the CMS Medical Condition list and the requirement of a secondary diagnosis.	44743	44774	Closed	Removal of CE040 edit for ambulance claims. Adjustment project to be completed once update is complete ***Claim adjustments complete	No	44762	
Ambulance	31	Claims	EMS PAP claims denying TFLDN for timely filing, paying at 90% nonpar reduction or lesser of logic. Updated with PAP rate schedule per county and removed 90% reduction or lesser of logic where	44721	44727	Closed	Updated with PAP rate schedule per county and removed 90% reduction or lesser of logic where applicable. Claims adjustments in process ***Claim adjustments complete	Yes	44739	
Various	All	Claims	North Carolina Medicaid released rate changes for Inpatient, Rehab, Psych and Outpatient services. PHPs have 45 days to implement the fee schedule and reprocess any impacted claims. Updates will result in a mass reprocessing claims project. The deadline to reprocess claims is 6/3/2022. The NCHA has requested a consistent EOB remark code for claim adjustments: *(Outpatient claims) EOB 10143 CLAIMS REPROCESSED due to Hospital submitted CHARGEMASTER percentage changes to the OP RCC rates. *(Inpatient CLAIMS) EOB 10144 CLAIMS REPROCESSED DUE TO RATE CORRECTIONS APPLICABLE TO DRG, PSYCH OR REHAB RATES.	44670	44724	Closed	Remark codes created consistent with NCHA for claim adjustments. Recoveries completed for overpayments; no adjustments needed.	No	44724	
FQHC/RHC	All	Claims	T1015 reprocessing due to rate changes and some LHDS not processing at the correct rate	44621	44726	Closed	Impacted claims will be adjusted to pay the correct T1015 per the state fee schedule. ***Claim adjustments complete	Yes	44719	N/A
Other	Medical Home Program	Claims	Claims are rejecting or denying in error requiring primary EOB for maternal services. Impacted CPT codes are S0280 & S0281	44775	44847	Closed	EDI edits are being updated to allow claims payment; confirmed changed was deployed on 10/13; claims are now being addressed for payment ***11/4- Rejected claims were reran and processed for payment	Yes	44869	
Various	All	Claims	Claims incorrectly denied NDCTT due to rebate table being blank; NDCCU denials misfired as the institutional outpatient claims were being validated against the NC NDC crosswalk in error	44835	44844	Closed	Fix completed on 10/10; pending claim adjustments ***11/8-Claim adjustments complete	No	44873	

DME	All	Claims	Claims denied HCPCS codes A4452 & A4450, DME medical supplies IH038 for modifier used or required modifier is missing. This edit fired based on a CMS guideline which states when codes for tape are reported by a durable medical equipment supplier, a modifier is required to indicate whether the tape was furnished with a urologic, ostomy or tracheostomy supply, a prosthetic or orthotic device or furnished in conjunction with a surgical dressing	44781		44829	Closed	Coding edits will be turned off to allow -NU, RR or -UE modifiers should be used when billing DME and supplies. Claims will be adjusted once complete **Edit shut off on 9/25/2022; pending claim adjustments **10/28- Claim adjustments complete	Yes		44862
LHD	All	Claims	Claims denied for INMOD or NOFEE for CPT code 0074A. Code is not reflected on the LHD Fee Schedule. State is in the process of updating fee schedule. Once update occurs WellCare will reprocess all impacted claims	44798		44848	Closed	Manual adjustments in process to pay code up to \$65; not to exceed bill charges **Claim adjustments complete	No		44841
Various	All	Claims	Claims were denied for IH003, IH026, IH049, OPSS Cotiviti coding edits were configured. Since NCD facility claims aren't paid based on OPSS, all DPs related to OPSS coding edits were turned off and claims will be adjusted for payment.	44776		44834	Closed	OPSS Cotiviti coding edits were configured. Claim adjustments in process. Project was broken into two phases. One phase is complete with the second phase currently in process. Claims reprocessing complete.	Yes		44834
Other	All	Claims	Claims billed with 99140 with no modifier denied in error as CE015 – appropriate modifier required. System was configured to deny 99140 when procedure is not billed with an appropriate anesthesia modifier.	44803		44824	Closed	After review, CE015 edit has been relaxed, and 99140 is payable when primary procedure is payable. Claim adjustments are in process. Manual process to pay claims in place to mitigate incorrect denials.	No		44824
Various	All	Claims	Rehab/Psych claims weren't paid correct at Per diem rates. Hospitals aren't set up by Optum to pay at per diem rates or claims are grouping to a medical DRG instead of rehab/psych. Optum to configure hospitals correctly and holding claims that group to rehab/psych DRGs to be priced manually.	44690		44820	Closed	Configuration updates in process to load facilities based on guidance received from the State. Configuration updates completed on 8/19. Claims reprocessing complete.	No		44820
Various	All	Claims	Claims billed CPT 41899 were denied for no authorization and LTUNS – medical records requested. CPT 41899 was configured with an authorization requirement. UM has lifted the auth requirement. HP is working on removing the LTUNS denial as institutional outpatient claims get paid at a % billed.	44763		44834	Closed	UM has lifted the auth requirement. HP is working on removing the LTUNS denial as institutional outpatient claims get paid at a % billed. Claim adjustments in process. **Claim adjustments complete; pending updates for the LTUNS denials; will pull global impact once hold is removed	Yes		
Various	All	Claims	Flu vaccines denying NDCIT for needing rebate; missing one of the NDC codes	44873	20	44893	Closed	Rebate tables were updated. Claim adjustments are in process **Claim adjustments complete	No		44977
FQHC/RHC	All	Claims	Claims are denying T1015 as NOFEE and INMOD due to provider configuration setup.	44838	80	44918	Closed	Reconfiguration of provider setup in process to pay the FQHC encounter rates. Claims adjustments are in process **Claim adjustments complete	Yes		44965
Various	All	Claims	Anesthesia claims denied INMOD incorrectly. Anesthesia claims were billed with more than 1 modifier and second modifier billed caused an issue resulting in INMOD denials.	44865	30	44895	Closed	System update to correct issue was completed November 2022. Claim adjustments in process. **Claim adjustments complete	No		44958
Various	All	Claims	Claims denied for INMOD or NOFEE denial. Claims processed to incorrect provider ID.	44861	33	44894	Closed	This issued occurred for Ambulance Providers that share same TIN as County Health Departments. Ambulance provider name updated in Configuration to select Ambulance group correctly. Claims adjustments are in process	Yes		44938
Various	All	Claims	Claims being denied CE329 and IH147 due to incorrect ICD10 provider billing error	44806	120	44926	Closed	WellCare is creating provider training and education material and possible edit modification to assist provider with billing according to ICD10 Excludes1 guidelines. **Appropriate training given to providers	No		44927
Various	All	Claims	Vaccine codes 90619 & 90697 were paid in error	44837	42	44879	Closed	Recovery project in process to recoup payments made on codes 90619 & 90697 that were paid in error. Letters will be sent to impacted providers.	No		44925
Various	All	Claims	Copay incorrectly applied to maternity related claims	44865	3	44868	Closed	Fix implemented to capture claims with pregnancy related diagnosis to waive copayment. Claim adjustments in process. **11/26- Adjustments complete	No		44891
Various	All	Claims	Claims are underpaying due to providers were configured with the Nurse Practitioner E/M facility rate instead of the Nurse Practitioner E/M non facility rate fee schedule.	44972	2	44974	Closed	Providers have been updated to the correct non facility rate fee schedule. Claim adjustments are in process.	No		44994
Various	20	Claims	Claims billed with 99509 on two separate service lines for the same DOS on the same claim, the second service line was denied CE035 – duplicate service in error. Coding edit was configured and recognizing second service line as a duplicate service. Separate service lines represent split shifts and a different visit key is attached to the split shift.	44977	65	45042	Closed	Coding vendor cannot acknowledge the visit key and HP has made a decision to turn off edit. Bypass put in place on 4/26/23; claim adjustment in process **Claim adjustments complete	Yes		45069
Various	206	Claims	Claims billed with 99509 denied LT126 for exceeding max units. Prepay edit is following the RISSNET file indication of 1 unit per date of service MUE. The state blog indicates providers are to be billing in 15 minute increments through 3-31-23	44979	51	45044	Closed	Healthplan validating with the State which guidelines to follow to process payment for these services, the RISSNET or fee schedule. There is a bypass in place from 2/28-4/1 to allow these claims to pay as billed until clarification is received. Claim adjustments are in process, ETA: 4/28 ** Edit shut off as of 4/1; Prepay created a new bypass until clarification is received from the State. Claim adjustments in process for date span 4/1-4/12 **Claim adjustments complete	No		45056
Various	62	Claims	Claims billed with CPT code 93325 denied CE043 for Maximum frequency has been exceeded. 93325 was being counted towards the limit in error when other echo codes were being performed. 93325 should be recognized as an add on code and not a primary procedure.	44986	75	45061	Closed	NC state confirmed 93325 is an add-on code. Coding edits are in process to allow reimbursement of CPT code 93325 as an add-on when billed with primary codes 76825-76828. Claim adjustments are in process. **Claim adjustments complete; pending coding edit update, ETA: 5/15 *Issue resolved	Yes		45061

Various	200	Claims	Anesthesia claims denied as CE030 – Primary procedure must be billed, Procedures 01968 or 01969 were not billed on the same claim or not billed on the same day as the primary procedure 01967. NC state confirmed the related procedure code (01967) may be on the same claim or must have been paid in history within two days (48 hours) of the subject procedure by same or different provider.	45000	33	45033	Closed	NC state confirmed the related procedure code (01967) may be on the same claim or must have been paid in history within two days (48 hours) of the subject procedure by same or different provider. Edit modification is in process to allow 01968 or 01969 with 48 hours of primary procedure. **Claims adjustments are complete, pending edit update, ETA: 4/17	No	45033		
Lab Testing	20	Providers	Claims	Genetic Testing CPT Codes 81420, 81220, & 81329 have been denying as IH007 (ICD Code on the claim not supported by CPT billed). Per Clinical Policy 15-4 Genetic Testing (effective 4-15-23), this service is available to all pregnant beneficiaries regardless of maternal age or risk so there should not be any diagnosis editing that would prevent a claim from processing.	45301	680	45355	Closed	WellCare is implementing a Code Edit Modification for the IH007 Edit to exclude pregnant beneficiaries and adjudicate claims per Clinical Policy 15-4. Impacted claims were reprocessed and adjusted to pay w/ a completion date of 02/12/2024.	Yes	45334	State Ticket # 48887 - RMS00173584 & RMS00173830
Hospice	2	Providers	Claims	A Pricing Configuration error impacting Hospice Providers causing NOFEE & CMD01 (No Fee Schedule Rate & Not Covered Service) was identified.	45323	658	41675	Closed	The WellCare Configuration team reviewed and updated the system error causing the denials on 02/05/2024. Claims are no longer experiencing the denials. The impacted claims were reprocessed and adjusted to pay w/ a completion date of 02/14/2024.	No	45336	RMS00171510 & State Ticket #'s 52957 & 53167
Outpatient Inst.	38	Providers	Claims	Provider pricing configuration was updated to apply the PADP fee schedule to drug codes on outpatient institutional claims instead of the appropriate RCC rate.	45211	770	45342	Closed	Configuration was updated to ensure that all outpatient institutional claims had the PADP fee schedule removed and would pay according to RCC rate. Impacted claims with drug codes were reprocessed & adjusted to pay on 1/30/2024. Underpayments have been submitted for recoupment by the Recovery Team and Recovery Letters will be generated and sent to the Providers, as applicable	Yes	45321	RMS00170912
TeleHealth	85	Claims	CE524 Denials (Modifier is Not Typical for Procedure) being applied incorrectly to Claims billing Telehealth Services Proc. Code T1015 w/ Modifier GT.	45267	714	45301	Closed	The Pre-Pay Team implemented a Code Edit Modification to allow payment for T1015 w/ Modifier GT that will go into effect by 12/26/2023. Reprocessing and Adjustment of the impacted Claims w/ the CE524 Denials was completed on 1/10/2024.	No	45301	Reprocessing: RMS00161024 State Ticket #'s 48941 & 50775	
SNF	1	Claims	State Ticket # 48796 - SNF Provider experiencing COB Denials (DN018 - EOB from Primary Insurance Required). Per State Guidelines, SNF Claims billing Taxonomy 31400000X, where the Member does not have Long-Term Care insurance, shall bypass Third-Party Liability.	45257	724	45317	Closed	WellCare identified 24 claims that were erroneously denied for COB and did not bypass to pay as primary. WellCare sent the claims for reprocessing as of 11/28 and adjustments were completed on 12/06/2024. The Configuration Team reviewed and validated the COB logic as updated to bypass. Since 11/27/2023, weekly reports have been pulled to ensure no other claims deny for primary for this requirement going forward.	Yes	45266	State Ticket # 48796	
Outpatient Inst.	All	Claims	State enforced CIS edit LHM34001, "HCPCS or NDC Code missing for Revenue Code 025x or 063x", was introduced on 5/1/22. This differs from the previous edit of "HCPCS Code Missing for Revenue Code", which didn't specifically call out Rev. Codes 025x or 063x, that was in place prior to 5/1/22. Paid claims prior to 5/1/22 are being reviewed for potential recoups based on the updated edit for specific Rev. Codes.	45208	773	45322	Closed	CIS edit LHM34001 was updated and implemented 5/1/22 and WellCare of NC requires the HCPCS & NDC for adjudication of Rev. Codes 025x & 063x. The Encounters Team is reviewing previously accepted Encounter lines as reported that were missing Service Code or NDC prior to 5/2/22 and impacted claims have been submitted for Recoupment via Ticket # 327663. Impacted Providers will be receiving Recovery Letters, as applicable.	No	45316	Recovery Project RET # 327663	
Various	Pending Impact	Claims	CE046 Denials (Max Units Exceeded) being applied incorrectly to Proc. Code S9442 (Birthing Classes, Non-Physician). A new NC Edit for MUE was created in September of 2023 which conflicts with the CCP's, causing claims to deny for max units exceeded in error.	45243	738	45275	Closed	The Pre-Pay Team worked w/ Cotiviti, Optum, & the Configuration Team to update/remove the new MUE edit. Cotiviti has already removed the edit to match the CCP of 4. Pending Optum/Configuration Updates and impact reprocessing back to September 2023. Post Production review was completed on 11/13/2023 & Claims have been reprocessed.	Yes	45274	RITM05404186 / State Ticket # 47436	
Various	All	Claims	Select claims/codes were denied incorrectly for NDCTT, the encounters team is working on correcting the issue and updating their process.	45184	797	45275	Closed	WellCare of NC implemented a configuration update on 10/20/2023 to create a list of approved codes to be Excluded from the NDCTT denial, which matches the states HCPC bypass table. The configuration update went into effect on 11/17/2023. A global reprocessing project reprocess claims back to 10/01/2022 has been completed. As of 11/17/2023, claims are no longer denying as NDCTT in error and claims reprocessing is complete.	No	45274	INC0779201	
Various	Pending Impact	Claims	Identified overpayment issue when Corrected Claims (Frequency 7) were billed that did not initiate a Recoupment to the Initial Paid Claim (Frequency 1), causing overpayments. Impacted claims began w/ Claim Insert Date 09/01.	45224	757	45230	Closed	Configuration logic update was completed 10/31/2023 to initiate recoupments to Initial Claim (Frequency 1) when paying corrected claims (Frequency 7). WellCare initiating Recovery Process on impacted duplicate payments.	No	45288		
Anesthesia	1	Claims	Provider Pricing Configuration was not loaded w/ the correct fee schedules causing INMOD/NOFEE (Invalid Missing Modifier/No Fee Schedule Rate) when billing anesthesia claims.	45236	16	45260	Closed	Provider pricing configuration was retro-loaded w/ the applicable anesthesia fee schedules. 2000 Claims were reprocessed and adjusted to pay.	Yes	45260		
Various	All	Claims	Claims denied VISIO – Denied: Must submit claim to the Vision Vendor.	45078	96	45174	Closed	Benefits update is complete to deny the claim if primary DX is on NC Medicaid Envelope documentation. Claims associated with State Help Desk Tickets are being reprocessed. Global impact will be addressed after updates are complete. Claim adjustments completed on 09/05/2023.	No	45174		

Various	All- Facility Providers	Claims	Claims are being rejected by the State encounter stating the following: Other ICD-10 Diagnosis Code Effective Dates Do Not Agree With DOS. the state has logic stating if the code is not valid at time of admission, the POA should not be marked as "Y". State guidance provided effective 10/01: DHB to modify the Encounters system to reject inpatient claims when the diagnosis code(s) are not effective on the Occurrence Code 42 date or the Statement Through Date if Occurrence Code 42 isn't present on the encounter.	45056	925	45200	Closed	Per the State guideline provided 10/1/23, the configuration was updated and put into effect on 10/01/2023, and any encounters representing paid claims which were errored out by the Encounters system for this reason can be resubmitted. The Encounters Team worked through the outstanding claim resubmissions and advised that the reject volume has decreased since 10/01/2023. The remaining claim resubmissions that rejected again were submitted as examples to the state and deemed valid rejections.	No	45248	INC0779208
Various		526 Claims	vendor file for COB. Term information was captured off the 834. The only impacted were members who were not on the 834 at all but were on the vendor file with no term date. WellCare identified 532 members that contained OIC/TPL term dates as a result of this issue. Impacted claims were reprocessed to pay as primary. State then requested to have I&P applied to these claims	45107	41	45148	Closed	Claims were reprocessed to apply I&P as requested by the State	Yes	45148	
Various	All	Claims	Claims denied for LT126 for Exceeds Maximum Number of units. Another claim was billed for same code for a different provider/different specialty.	45033	84	45117	Closed	to be billed for different provider/different specialty. Claims for provider submitted via State ticket were adjusted; a global impact will be addressed once edit modification is complete. **Edit modification implemented on 6/25; pending claim adjustments **Claim adjustments complete	No	45149	
Various		31 Claims	Code 0171A denied for NOFEE or INMOD. Code was not listed on the physician's fee schedule in Xcelys. It's was only listed on the LHD and Physician's assistant fee schedule in Xcelys.	45105	16	45121	Closed	Fee Schedule team received procedure code 0171A in the new physician files that were published on 6/28/2023. Physician's fee schedule updated on 7/14/2023. **Claim adjustments complete	No	45127	
Various		83 Claims	Claims denied NOFEE, TFLDN, DNO01 and/or placed in No Check Status. Claims were not previously paid for various reason: State had not assigned member PML, claims were submitted past the timely filing period or provider's configuration did not support code being billed at the time.	45042	5	45047	Closed	Provider configuration updates have occurred. Also, PML is no longer a requirement if member is not updated with PML in Xcelys. Claim adjustments in process **Claim adjustments complete	No	45079	
Various	All	Claims	CME services denied CE003, CE022, CE045 and CE360. Under NC Medicaid CCP 1A-5 and clarification from the state, providers are allowed to bill a certain set of codes and diagnosis.	44949	98	45047	Closed	Edits are being updated to allow providers that bill codes 99499, 99367, 99368, 90791 and 99170 to be reimbursed for those services without bundling when billed with at least one of the appropriate diagnosis codes as listed in the CCP. Claims adjustments complete; pending edit update; ETA: 5/10 **Edit modifications were completed on 5/1; impact report being ran to determine if additional adjustments are needed **Additional edit modification required for this issue to address IH147 denials. Edit modification to be completed by 6/25 **Confirming edit was implemented on 6/25; reviewing claims to determine if additional adjustments are needed **Edit modification implemented on 6/25; pending claim adjustments **Claim adjustments complete.	No	45141	
Various		60 Claims	Claims denying HEAVD to submit claims to hearing vendor for codes that are exempt from the contract	44974	31	45005	Closed	Fix implemented to add codes to Xcelys production that should not deny to resubmit to HearUSA. Claim adjustments in process **Claim adjustments complete	No	45113	
Various	All	Claims	WellCare NC identified a population of claims that are being denied for lack of information. As per the prompt pay standards below, these claims should be pending to allow for the receipt of additional information needed for processing. WellCare is denying rather than pending these claims if all information is not present at the time of processing.	45120	68	45188	Closed	WellCare implemented system logic to Pend Claims for up to 90 days, when additional information is needed. A letter will be sent to the Provider outlining request for additional documentation.	No	45188	
Various		70 Claims	The Hospital DRG Base Rates were updated effective 07/01/2023. WellCare Configuration was updated w/ the new DRG Rates eff. 07/01 on 08/24/2023. Claims w/ DOS beginning 07/01/2023 that processed prior to the update completed on 08/24/2023 Underpaid.	45162	32	45194	Closed	WellCare Configuration was updated w/ the new DRG Rates eff. 07/01 on 08/24/2023. Claims w/ DOS beginning 07/01/2023 that processed prior to the update completed on 08/24/2023 were all reprocessed/adjusted to pay on 09/25/2023.	Yes	45194	
Personal Care Service Providers	256 PCS Providers	Claims	Personal Care Service Providers billing Proc. Code 99509 in increments of 15 minutes (1 Unit) experiencing Underpayments based on claims erroneously capping at 1 Unit. The Fee Schedule Team identified the system configuration error and initiated the review, update, and reprocessing. Impacted Claims included Insert Dates after 01/25/2024 to 02/13/2024.	45328	653	45373	Closed	The Fee Schedule & Configuration Teams corrected the Procedure Pricing Table load issue on 02/13/2024. Current PCS claims billing 99509 are no longer capping at 1 unit. The impact report submitted for reprocessing was completed on 03/07 and all impacted claims have been adjusted to pay correctly.	No	45358	RMS00175319
Vision Providers	242 Providers	Claims	A Benefits Configuration issue was identified impacting Medical Vision that are denying claims with instructions to have Providers submit the claims to contracted Vendor Enolve. Enolve in turn is denying claims with instructions to bill WellCare. Vendor Enolve only pays claims for Routine Vision Services, while WellCare only is responsible for Medical Vision Services.	45338	643	45387	Closed	The Benefits Configuration Team is implementing a fix with an ETA for completion of 03/04/2024. A claims impact report was reprocessed and adjusted to pay w/ a completion date of 04/03/2024.	No	45385	RMS00179434

Anesthesia/CRNA Providers	In Review	Claims	Configuration edit was set up to deny add on code 01968 when not billed at a 1:1 ratio with primary code 01967.	45105	876	45467	Closed	Coding Team implemented an edit modification on 07/08/2024, per state guidance received on 05/09/2024, to allow add-on codes when not billed at a 1:1 ratio w/ the primary code. Received state guidance on 5/9/2024 that 1:1 match is not required. GUIDANCE: The MD billed 01967 with AA and by using that modifier it meant there was NO additional assistance for him. The CRNA should not bill for 01967 because the AA modifier was used. 01968 is an add-on code... from the WEB: " An Add-on Code (AOC) is a Healthcare Common Procedure Coding System (HCPCS) / Current Procedural Terminology (CPT) code that describes a service that is performed in conjunction with the primary service by the same practitioner. Sep 6, 2023". The CRNA assisted with 01968 so bills with QK for their assistance. Coding team in process of updating edit to reflect this change.	No	45482	RITM06580086
Institutional / Professional Providers	897 Providers	Claims	NC Fluoride Varnish limit rule was inadvertently activated in the production environment without ensuring that all configurations were accurately loaded. As a result claims denied incorrectly for LIMIT.	45435	546	44368	Closed	The production deployment occurred on 5/22 3PM & was terminated on 5/23 3PM. The misconfiguration was identified before the Post Production Review phase, allowing for swift correction within a 24-hour timeframe. Notification was promptly sent to the claims team, enabling them to re-tab and readjust unposted claims. Additionally, all posted claims affected by the error are being reprocessed to ensure accuracy. Moving forward, stringent validation procedures will be enforced to prevent similar errors, ensuring the integrity and efficiency of our claims processing system.	No	45464	RMS00192199
Professional DME/HH	Pending	Claims	In April 2024 there was an update made to the LT014 edit that changed how it triggered benefit limits for CPT code A4452. A4452 should be payable at 80 units per month per NCD but it was incorrectly being limited to CMS rules. Any affected claims that were missed in the reprocessing are now being addressed and should post payment by month's end. This is in reference to state ticket 63571 which originated as state ticket 63571. Coding Analytics has also been emailed to advise if this was the only CPT code that was impacted with the update of this denial edit.	45510	182	45534	Closed	Benefit limits for CPT A4452 have been updated per NC Medicaid guidelines to be payable at 80 units per month. Impacted claims going back to April of 2024 are under review for reprocessing and adjustment.	Yes	45594	State Ticket # 63571
Obstetrical Services	0 Providers	Claims	Claims for CPT code 99078 with modifier TH were being denied in error against the NC Medicaid bulletin that was posted on 4/1/2024. https://medicaid.ncdhhs.gov/blog/2024/04/16/c-hanges-1e-5-obstetrical-services-policy-effective-april-1-2024 . In this bulletin it stated that group prenatal care had been added as an optional service that may be provided to pregnant beneficiaries, effective July 1, 2023. Medicaid shall pay an incentive for group prenatal care when five or more visits are attended and documented in the health record. Records of this attendance must be available to NC Medicaid Direct or the NC Medicaid Managed Care health plans upon request. For the incentive, providers will bill CPT code 99078 with modifier TH. The configuration update has been initiated and upon completion an impact report, dating back to July 1, 2023, will be pulled and claims will be reprocessed. I&P will be paid for any claims submitted after 5/16/2024 provided that five or more visits have been attended and documented in the health records of tthis attendance are available upon the request of the Health Plan.	45519	173	45592	Closed		Yes	45593	RITM06834405
Professional	Pending	Claims	Claims for E/M codes that are billed with the EP modifier in the second position are paying as if no EP modifier was billed. There is a separate fee on the NC ACA and physicians fee schedule for E/M codes billed with the EP modifier.	45561	131	45588	Closed	1. IT test claims with modifiers EP and 25 in positions 1 and 2 and with EP modifier only to determine if the claim would pay the fee for EP modifier when billed in any position. 2. IT confirmed that the Price Method should change to "multiple modifier pricing unordered", test claim confirmed that the claim will price correctly once the change is made. 3. Additional testing was done and confirmed with the Fee Schedule Team that is is not necessary to add an additional modifier in the procedure price screen to obtain the correct payment.	Yes	45600	RMS00208918
All	All	Claims	Providers are unable to submit attachments via the WellCare Provider Portal.	45614	367	45637	Closed	Root cause was javascript/query code that Chrome stopped supporting that had to updated to correct the issue in which providers were unable to submit attachments via the portal.	No	45637	
Outpatient Institutional	115	Claims	Hospital outpatient services denied for DN085/PINVP instead of pricing at RCC or fee schedule for outpatient hospital laboratory.	45511	470		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	45659	RMS00200019

Institutional	44 Providers	Claims	Institutional claims are denying as non-covered services, but codes are listed on the covered code list.	45398	583	N/A	Closed	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	45751	RMS00186110 / RMS00187521 / RMS00226920
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.	45518	463	45535	Closed	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	45544	RMS00198110 / RMS00202859
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.	45665	316	45716	Closed	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
Institutional	Pending	Claims	Pathology TC modifier issue. A ticket was submitted to Config to have a new fee schedule added for Outpatient Hospital Laboratory rates and in doing so, the X38 Outpatient Hospital Laboratory Fee Schedule was removed from OP Hosp facilities, this was on 6/25. This caused incorrect NOFEE denials for pathology codes billed with a TC modifier.	45855	126	45855	Closed	On 7/17 it was learned that the new fee schedule was in addition to and not in place of the X38 fee schedule and it was added back to the facilities. Configuration is now accurate. An impact report has been pulled and claims are being reprocessed.	Yes	45925	RMS00241548 RMS00243789 RMS00245936 RMS00246763
Professional	Pending	Claims	WellCare has identified an issue impacting FQHC facilities billing well child visits that were processing under the individual provider instead of the group provider ID. This was causing underpayments for the well child CPT codes.	45820	161	45843	Closed	WellCare has implemented pick logic updates for FQHC's billing well child visits w/ CPT's 99381-99385 and 99391-99395 to pick the Group PID over the Individual Provider PID. Impacted claims review under way and pending reprocessing.	Yes	45892	RMS00243142