

DHH Takes Steps to Address Inadvertent Medicaid Claim Denials

Due to an unexpected technical error during server upgrades, approximately 73,480 Home and Community Based provider Medicaid claims scheduled to be paid on July 8 were inadvertently denied. Affected providers received error code 194 – no current prior authorization on file. The error was not a systemic issue and is not expected to re-occur.

The Department of Health and Hospitals (DHH) will re-process affected claims on Tuesday, July 15 and payments will be electronically deposited Wednesday morning, July 16, the next scheduled payment date.

However, if the payment delay will cause a hardship, providers can request issuance of a manual check by contacting DHH's Regina Williams at (225) 342-7498 or regina.williams@la.gov. DHH will issue manual checks upon request as early as Thursday, July 10 to providers who elect not to wait to receive an adjusted payment automatically on the July 15 check write.

Manual checks can be picked up at the Bienville Building located at 628 N. Fourth Street in Baton Rouge. Providers will be required to present a state-issued photo I.D. at pick up, and sign for the checks.

Check requests received by 4:30 p.m. on Wednesday, July 9, will be available for pickup on Thursday, July 10 between 1 p.m. and 4 p.m., or Friday, July 11 between 8:30 a.m. and 4 p.m.

Requests received after 4:30 p.m. on Wednesday and before 4:30 p.m. on Thursday, the check will be available for pickup Friday between 1 p.m. and 4 p.m.

If the amount of the manual check is greater than the actual amount the provider would have received on the July 8 check write, the July 15 payment will be offset.

Providers receiving manual checks may need to manually reconcile the July 15 Remittance Advice. For RA assistance, please contact Molina Provider Relations at (225) 924-5040.

DHH is taking steps to notify providers through numerous outlets, including a mass fax message and through the DHH and Molina websites.