



ATTENTION PROVIDERS: ADDITIONAL INFORMATION ON A SECOND CYCLE TO REPROCESS ERRONEOUSLY DENIED CLAIMS FROM THE JULY 30, 2013 RA

On August 1st, a notice was posted to providers concerning the fact that on the check write dated July 30, 2013, we experienced a claims processing issue involving claims requiring prior authorization. This caused some erroneous claim denials and pends. The identified edits associated with these incorrect denials were 043, 190, 200 and 201. These claims were reprocessed on the RA of August 6, 2013.

We have learned from providers that we failed to capture some claims that were affected by this error, and they were not included in the reprocessed claims on the August 6th RA. In order to make every effort to reprocess all of these erroneously denied claims, we are pulling and recycling additional claims from our processing cycles of July 19th through July 25th. These claims are being reprocessed this week, and will appear on the RA of August 12, 2013.

As before, we will reprocess these claims with a new Internal Control Number in order to capture the correct Prior Authorization number originally submitted on the claims that erroneously denied. These reprocessed claims will not pend for pre-pay review and will be adjudicated in the check write dated August 12, 2013.

Since some claims that were not initially reprocessed are included in this second reprocessing, you may see claims correctly deny again for either the same or a different but correct edit.

Following this recycle, if other claims appear to have been denied due to this processing error or due to provider billing error, please resubmit them. We apologize for this oversight and regret any inconvenience this error has caused.