

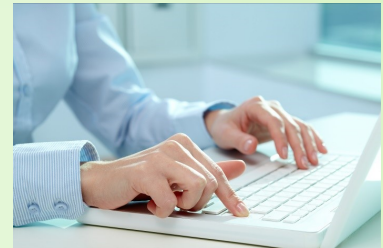
IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT201977 DECEMBER 31, 2019

Claims for community health workers incorrectly denied

The Indiana Health Coverage Programs (IHCP) identified a claim-processing issue that affects claims submitted for community health workers (CHWs) that processed from July 1, 2018, through July 31, 2019.

The CHW claims submitted with procedure codes 98960, 98961, and 98962 may have inappropriately denied for explanation of benefits (EOB) 4019 – *Attachment required for service rendered. Please verify and resubmit.* Providers correctly included the name of the CHW as a claim note, per the instructions identified in *IHCP Bulletin [BT201826](#)*, but the claims were incorrectly denied during the adjudication process.



Claims denied during the indicated time frame will be mass reprocessed. Providers should see the reprocessed claims on Remittance Advices (RAs) beginning February 5, 2020, with internal control numbers (ICNs)/Claim IDs that begin with 80 (reprocessed denied claims).

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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