

KanCare 3.0 Open Claims Resolution Log

KANCARE 3.0 CLAIMS RESOLUTION LOG									
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<p>Changes in the Gainwell system are identified by ‘system updated’ or ‘system corrected’ in the Gainwell System Status column of the KanCare 3.0 Claims Resolution Log.</p> <p>For system corrections or updates where the KanCare 3.0 Claims Resolution Log indicates reprocessing is pending, providers have the option to submit corrected claims to expedite reprocessing or to wait for claims to be reprocessed systematically.</p> <p>If the system has not yet been corrected/updated, a date for reprocessing/adjusting claims will be determined once the system correction/update has been made.</p>									
<p>Overpayments: Claim adjustments will begin within 90 days of the system being corrected/updated.</p> <p>Underpayments: Resubmissions/adjustments will be completed on claims processed within 90 days of the system being corrected/updated.</p> <p>Completed Items: Available in a separate document.</p>						<div></div>		<div></div>	<div></div>
Issue #	Date Added	Item Reference Number	Affected Area	Comments	Gainwell System Status	MCO System Status	MCO Reprocessing Completion Date	MCO Overpayment / Underpayment	
706	10/11/2024	SF-1416		Incorrect editing for procedure/diagnosis restrictions for Magnetic Resonance Imaging (MRI) Breast procedures – Claims paid in error for procedure codes 77046-77063 as the diagnosis restrictions from the PROC_DIAG_LIMIT file not fully configured.	N/A	Sunflower- 10/10/2024	Sunflower- 4/10/2025	O	
720	12/20/2024		CMHC	Community Mental Health Center (CMHC) claims for members whose Spenddown was met were being paid in error instead of denying when the service was a trigger code for the Certified Community Behavioral Health Clinic (CCBHC) program.	NA	ABH - 11/01/2024	ABH - Recovery Letters - 3/21/2025 Overpayment - 5/25/2025 ETA	O	
724	12/30/2024	E2024-128	Policy	Ratelist and Manual Adjustments, Policy Routine Maintenance – November 25, 2024 Adjustments to the rates for each NF and NFMH in Kansas. Effective with the implementation date for each MCO, retroactive to various service dates.	NA	ABH - 1/3/2025 Sunflower - 12/13/2024 UHC - 12/19/2024	ABH - Underpayment - 3/11/2025 Overpayment - 5/15/2025 ETA Sunflower- Underpayment 1/28/2025 Overpayment 4/16/2025 UHC - 1/21/2025	O/U	
729	1/10/2025		All Claims	Medical and Institutional Claims are rejecting due to Electronic Data Interchange (EDI) front-end provider editing rules. Healthy Blue will be updating the logic in the long term, but for the short-term, Healthy Blue is reviewing these edits to determine which can be relaxed. Providers will not have to resubmit these claims. Healthy Blue has the claims queued and will resubmit these claims for the providers.	NA	Healthy Blue - 4/18/2025	Healthy Blue - Pending	O/U	
732	1/16/2025	E2025-002	Policy	Ratelist and Manual Adjustments, Policy Routine Maintenance – December 30, 2024 Adjustments to the rates for each NF and NFMH in Kansas. Effective with the implementation date for each MCO, retroactive to various service dates.	NA	ABH - 2/12/2025 Healthy Blue - 1/31/2025 Sunflower - 1/17/2025 UHC - 1/13/2025	ABH - Underpayment - 3/3/2025 Overpayment - 5/15/2025 ETA Healthy Blue - Pending Sunflower - Underpayment 2/18/2025 Overpayment 4/21/2025 ETA UHC - 1/21/2025	O/U	
733	1/16/2025	E2024-030-A1	Policy	Codes E0561 and E0562 are Covered for Rental and Purchase With policy E2024-030-A1, the humidifier rentals (E0561 RR and E0562 RR) are limited to 10 months and will be considered as purchase at then end of 10th month. Policy also clarifies the members can avail the purchase one every two years. Effective with the implementation date for each MCO, retroactive to July 01, 2024 service dates.	NA	ABH - 12/20/2024 Healthy Blue - 01/01/2025 Sunflower - 12/30/2024 UHC - 1/25/2024	ABH - No claims impacted. Healthy Blue - No claims impacted. Sunflower Underpayment 3/6/2025 Overpayment 4/22/2025 ETA UHC - 2/14/2025	O/U	
738	1/16/2025	E2024-123	Policy	DRG Weights and Rates for January 2025 Annual update to the DRG weights and rates to be used for inpatient claims processing. Effective with the implementation date for each MCO, retroactive to January 01, 2025 discharge dates.	NA	ABH - 2/19/2025 Healthy Blue - 1/7/2025 Sunflower - 1/1/2025 UHC - 1/11/2025	ABH - No claims impacted. Healthy Blue - No claims impacted. Sunflower - No claims impacted. UHC - Pending	O/U	
747	1/29/2025	E2024-112	Policy	Pharmaceuticals with DME Billing Allowance Coverage for Vyjuvek® and Zolgensma® will be expanded to include MMIS provider type 25/250 (DME/Medical Supply Company). Effective with the implementation date for each MCO, retroactive to September 01, 2023 service dates.	NA	ABH - 4/10/2025 Healthy Blue - 1/1/2025 Sunflower - 1/16/2025 UHC - 1/13/2025	ABH - No claims impacted. Healthy Blue - No claims impacted. Sunflower - No claims impacted. UHC - No claims impacted.	O/U	
748	1/29/2025	E2009-008-A42	Policy	HCPCS Pricing for Part B Drugs – January 2025 This is the quarterly policy documented to track and implement the additions, revisions and deletions related to the 1st quarter 2025 HCPCS Pricing for Part B Drugs. Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	NA	ABH - N/A Healthy Blue - 1/1/2025 Sunflower - 1/27/2025 UHC - 3/3/2025	ABH - N/A Healthy Blue - No claims impacted. Sunflower - 3/20/2025 UHC - Pending	O/U	
750	1/31/2025		All Claims	The Healthy Blue member ID card has two ID's, the Medicaid State assigned ID and the Healthy Blue assigned subscriber ID. The State has requested that Healthy Blue remove the Healthy Blue ID.	NA	Healthy Blue - 4/1/2025 ETA system updates New member ID cards - 4/7/2025 ETA	Healthy Blue - NA		

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760	2/5/2025	E2024-106	Policy	HCPCS Changes - Annual 2025 Additions, revisions and deletions related to HCPCS 2025 will be made. Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	NA	Healthy Blue - 2/15/2025 Sunflower - 1/29/2025 UHC - 3/15/2025	Healthy Blue - No claims impacted. Sunflower - No claims impacted. UHC - Pending	O/U
761	2/5/2025	E2025-005	Policy	Indian Health Services (IHS) Reimbursement – CY 2025 The rate for Indian Health Services (IHS) is going from \$719.00 to \$801.00. Retroactive adjustments will be necessary for these claims. Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	NA	Healthy Blue - 3/31/2025 Sunflower - 1/31/2025 UHC - 2/26/2025	Healthy Blue - No claims impacted. Sunflower - 2/6/2025 - 5 claims impacted. UHC - 4/1/2025	O/U
763	2/12/2025	E2025-007	Policy	RateList and Manual Adjustments, Policy Routine Maintenance – January 30, 2025 Adjustments to the rates for each Nursing Facility and Nursing Facility for Mental Health in Kansas. Effective with the implementation date for each MCO, retroactive to various service dates.	NA	Aetna - 3/7/2025 Healthy Blue - 2/7/2025 Sunflower - 2/11/2025 UHC - 2/11/2025	Aetna - No claims impacted. Healthy Blue - Pending Sunflower - 2/12/2025 - 7 claims impacted. UHC - 2/14/2025	O/U
764	2/12/2025	PC689	Policy	Additional Physician Codes for Rate Increase Effective with date of service 8/1/2024, the following codes will be given a 9% increase related to the Legislative Provison to increase Physician rates. 99385 18-39 years - New DEF Rate \$32.70 99386 40-64 years - New DEF Rate \$32.70 99387 65 years and older - New DEF Rate \$32.70 99395 18-39 years - New DEF rate \$18.53 99396 40-64 years - New DEF rate \$18.53□ 99397 65 years and older - New DEF rate \$18.53 99211 - New PED rate \$17.83 99212 - New PED rate \$32.44 99281 - New DEF rate \$40.48 99282 - New PED rate \$40.48 99283 - New PED rate \$40.48 99284 - New PED rate \$98.48 99285 - New PED rate \$98.48 Effective with the implementation date for each MCO, retroactive to August 01, 2024 service dates.	NA	Healthy Blue - Policy on hold. Sunflower - Policy on hold. UHC - Policy on hold.	Healthy Blue - Policy on hold. Sunflower - Policy on hold. UHC - Policy on hold.	O/U
767	2/27/2025		PRTF	PRTF (Psychiatric Residential Treatment Facility) claims are being rejected for Claim box 18 - From and To date missing. Healthy Blue is bringing these claims back into our claims processing system to process correctly. This is done every Monday until the fix is implemented.	N/A	Healthy Blue - 4/11/2025	Healthy Blue - 4/11/2025	
768	2/27/2025		Nursing Facility	Patient Liability was not deducted on some nursing facility claims causing an overpayment. Healthy Blue will be reprocessing these claims to deduct the correct patient liability amount. Providers affected by this will see these overpayment deducted from future claims.	NA	Healthy Blue - 2/7/2025	Healthy Blue - Overpayment project ETA 6/15/2025	O
769	2/27/2025	E2025-013	Policy	Managed Care Floor Rates for State Institutional Alternative (SIA) - Camber Camber/Children's Mercy is a newly constructed private psychiatric hospital serving children and adults. They requested to participate as a State Institutional Alternative hospital for both children and adults. Camber/Children's Mercy provided documentation of accreditation by the Joint Commission on January 31, 2025. This makes the Camber/Children's Mercy eligible to participate in Medicare and Medicaid. Effective with the implementation date for each MCO, retroactive to January 31, 2025 service dates.	NA	ABH - N/A Healthy Blue - 2/25/2025 Sunflower - 4/1/2025 UHC - Pending	ABH - N/A Healthy Blue - No claims impacted. Sunflower - No claims impacted. UHC - Pending	O/U
770	3/4/2025		Hospital	Non Coverage of Facility Charges (G0463) Healthy Blue paid claims in error for Hospitals that were part of policy E2014-061-A9 (Non-Coverage of Facility Charges (G0463). Healthy Blue updated the configuration on 2/26/25. These claims will be reprocessed as overpayments and will be deducted from future claims.		Healthy Blue - 2/26/2025	Healthy Blue - Pending - Overpayment project - ETA 6/15/2025	O
771	3/13/2025	SF-1417		Identification of Newborn Receiving their own Medicaid ID and claim is billed under the mother's Medicaid ID number. Sunflower has historically tracked all household information for review of newborns receiving their own Medicaid ID . Sunflower has learned that this information is not accurately being updated; therefore, this is causing claims to be paid under the mother's ID when the baby has received their own Medicaid ID.	N/A	Sunflower- 2/20/2025	Sunflower- 6/29/2025 ETA	O
773	3/28/2025	E2006-106-A86	Policy	NCCI/MUE Editing – January 2025 Additions, revisions and deletions related to 1st quarter 2025 NCCI/Medically Unlikely Edits (MUEs). Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	N/A	ABH - N/A Healthy Blue - 1/1/2025 Sunflower - 3/4/2025 UHC - 1/24/2025	ABH - N/A Healthy Blue - No claims impacted. Sunflower - Pending UHC - 4/8/2025	O/U

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774	3/28/2025	E2002-020-A27	Policy	Preferred Drug List Update – March 2025 Additions, removals, and changes to the Preferred Drug List (PDL). This is a monthly policy update. Effective with the implementation date for each MCO, retroactive to March 01, 2025 service dates.	N/A	ABH - N/A Healthy Blue - 3/1/2025 Sunflower - 3/1/2025 UHC - 3/25/2025	ABH - N/A Healthy Blue - No claims impacted. Sunflower - No claims impacted. UHC - No claims impacted.	O/U
775	3/28/2025	E2025-018	Policy	Tribal FQHC Reimbursement – CY 2025 Federally mandated rate increase for Prairie Band Potawatomi Health Center. Retroactive adjustments will be necessary for these claims. Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	N/A	ABH - N/A Healthy Blue - 3/7/2025 Sunflower - 3/12/2025 UHC - 3/17/2025	ABH - N/A Healthy Blue - No claims impacted. Sunflower - Less than 10 claims impacted and have been reprocessed. UHC - No claims impacted.	O/U
776	3/28/2025	E2025-024	Policy	Ratelist and Manual Adjustments,– March 4 2025 Adjustments to the rates for each Nursing Facility and Nursing Facility for Mental Health in Kansas. Effective with the implementation date for each MCO, retroactive to various service dates.	N/A	ABH - 4/3/2025 Healthy Blue - 3/26/2025 Sunflower - 3/18/2025 UHC - 3/13/2025	ABH - Pending Healthy Blue - Pending Sunflower Underpayment 5/2/2025 ETA Overpayment 5/302025 ETA UHC - 4/10/2025	O/U
777	4/3/2025		Professional	Healtly Blue identified claims that denied as content of service with Q54 denial (Packaged Incidental Service) applying to all lines, but no other claims were in history.	N/A	Healthy Blue - 2/26/2025	Healthy Blue - 3/18/2025	U
778	4/3/2025		Professional	Healthy Blue has identified that we have paid on procedure codes that should have denied - Non covered procedures considered content of service. Procedure codes: 36000, 36415, 36416, 36591, 36592, 36593, 36600, 38204. These claims will be reprocessed as overpayments and will be deducted from future claims.	N/A	Healthy Blue - 1/30/2025	Healthy Blue - Pending	O
779	4/3/2025		Hospital	Healthy Blue has identified that we have paid on procedure code 99213 in error to Hospitals. These claims will be reprocessed as overpayments and will be deducted from future claims.	N/A	Healthy Blue - 1/30/2025	Healthy Blue - Pending	O
780	4/3/2025	E2025-028	Policy	Tribal FQHC Reimbursement Rate increase for White Cloud Health Center. Effective with the implementation date for each MCO, retroactive to September 01, 2023 service dates.	N/A	ABH - 4/8/2025 Healthy Blue - 03/01/2025 Sunflower - 3/24/2025 UHC - 3/28/2025	ABH - No claims impacted. Healthy Blue - No claims impacted. Sunflower - 4/27/2025 ETA UHC - Pending	O/U
781	4/3/2025	E2024-074-A1	Policy	Corrected Sleep Study Reimbursement Rates The reimbursement rates for five sleep study codes were inadvertently impacted and reduced by policy E2024-074 which was implemented on August 1, 2024. According to the Medicaid State Plan, these sleep study codes are priced at 85% of the Medicare Fee schedule. The following CPT codes will be priced at 85% of the Medicare rate: 95805: \$328.31, TC/\$283.22, 26/\$45.09, OPPS/\$434.08 95807: \$311.88, TC/\$265.17, 26/\$46.72, OPPS/\$434.08 95808: \$390.19, TC/\$324.73, 26/\$65.47, OPPS/\$846.75 95810: \$476.14, TC/\$383.02, 26/\$93.13, OPPS/\$846.75 95811: \$497.64, TC/\$400.83, 26/\$96.82, OPPS/\$846.75 Note: Impacted claims will be identified and reprocessed. Effective with the implementation date for each MCO, retroactive to August 01, 2024 service dates.	N/A	ABH - 4/10/2025 Healthy Blue - 4/1/2025 Sunflower - 4/1/2025 UHC - 3/29/2025	ABH - Pending Healthy Blue - 4/16/2025 Sunflower - 5/18/2025 ETA UHC - Pending	O/U
782	4/3/2025	E2024-122	Policy	Partial Hospitalization Psychiatric Care (PHP) /Intensive Outpatient Treatment: Eating Disorder Care Effective 01/01/2025 Intensive Outpatient Treatment (IOP) S9480 and Partial Hospitalization Psychiatric Care (PHP) H0035 for Eating Disorder care shall be provided by providers enrolled with KMAP to individuals meeting medical necessity, with a mental health diagnosis for an eating disorder. PT(11) /PS 021 or PT (01)/PS 011. Provider Specialty 021- Partial Hosp Psych Care (PHP)/Intensive OP Treatment (IOP) Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	N/A	ABH - N/A Healthy Blue - 3/20/2025 Sunflower - 3/27/2025 UHC - 3/19/2025	ABH - N/A Healthy Blue - No claims impacted. Sunflower - No claims impacted. UHC - No claims impacted.	O/U

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783	4/3/2025	E2025-010	Policy	<p>High Dose Influenza Vaccine Coverage for 18–64 year-old Individuals</p> <p>Effective with date of service 10-1-2024, Kansas Medicaid will cover High Dose Influenza vaccine as an option for vaccination to prevent influenza for solid organ transplant recipients aged 18-64 years who are receiving immunosuppressive medication regimens.</p> <p>Fluad (CSL Seqirus) and Fluzone High-Dose (Sanofi) is covered under the Vaccines for Children (VFC) program per recommendation of the ACIP. VFC coverage applies only to those 18-year-olds who are receiving immunosuppressive medication regimens due to solid organ transplants.</p> <p>90653 Medicaid reimbursement rate is \$83.49</p> <p>90662 Medicaid reimbursement rate is \$83.49</p> <p>VFC reimbursement will be for vaccine administration only.</p> <p>19 years and older reimbursement will be for vaccine and vaccine administration.</p> <p>Effective with the implementation date for each MCO, retroactive to October 01, 2024 service dates.</p>	N/A	<p>ABH - 3/26/2025</p> <p>Healthy Blue - 3/17/2025</p> <p>Sunflower - Pending</p> <p>UHC - 3/29/2025</p>	<p>ABH - No claims impacted.</p> <p>Healthy Blue - No claims impacted.</p> <p>Sunflower - Pending</p> <p>UHC - Pending</p>	O/U
784	4/3/2025	E2006-105-A86	Policy	<p>Revision NCCI/MUE Editing - January 2025</p> <p>Revised NCCI MUE DME, NCCI MUE OPH and NCCI MUE PRA files related to 1st quarter 2025 NCCI (National Correct Coding Initiative).</p> <p>Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.</p>	N/A	<p>ABH - N/A</p> <p>Healthy Blue - 3/15/2025</p> <p>Sunflower - 2/17/2025</p> <p>UHC - 1/24/2024</p>	<p>ABH - N/A</p> <p>Healthy Blue - Pending</p> <p>Sunflower - No claims impacted.</p> <p>UHC - No claims impacted.</p>	O/U
785	4/3/2025	E2025-001	Policy	<p>JG and TB Claim Modifiers Update</p> <p>Effective January 1, 2025, all providers affiliated with 340B Covered Entities should report the "TB" modifier on their separately payable claims, for drugs acquired through the 340B Program. Claim modifier "JG" must no longer to be used after December 31, 2024. Claims will not be edited for the presence of modifier TB.</p> <p>Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.</p>	N/A	<p>ABH - N/A</p> <p>Healthy Blue - 3/15/2025</p> <p>Sunflower - No impact</p> <p>UHC - 2/18/2025</p>	<p>ABH - N/A</p> <p>Healthy Blue - No claims impacted.</p> <p>Sunflower - No claims impacted.</p> <p>UHC - No claims impacted.</p>	O/U