KanCare 3.0 Open Claims Resolution Log

KANCARE 3.0 CLAIMS RESOLUTION LOG



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.
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.
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.

Overpayments: Claim adjustments will begin within 90 days of the system being corrected/updated.
Underpayments: Resubmissions/adjustments will be completed on claims processed within 90 days of the system being corrected/updated.
Completed Items: Available in a separate document.

Issue #	Date Added	Item Reference Number	Affected Area	Comments	Gainwell System Status	MCO System Status	MCO Reprocessing Completion Date	MCO Overpayment / Underpayment
789	4/25/2025	SF-1419	Professional	Sunflower identified CMHC claims applicable to spenddown that may have paid in error. We are reviewing for all impacted claims and providers will receive recovery letters for impacted claims identified.	N/A	Sunflower- Manual Process	Sunflower- 9/30/2026 ETA	O/U
845	10/10/2025	SF-1423	Professional	Mid-level provider's claims for Pediatric procedure codes 99381-99384 and 99391-99395 are paying incorrect rates.	N/A	Sunflower - 11/18/2025	Sunflower - 7/21/2026 Payment 9/4/2026 Overpayment	U
867	12/11/2025		Professional and Hospital	Healthy Blue paid claims for EKG HCPCS codes that should have been denied based on the diagnosis code criteria. There will be no claims recoveries related to this issue. The implementation of this edit will proceed on a going forward basis.	N/A	Healthy Blue - 9/20/2026	Healthy Blue - 9/21/2026	N/A
887	2/13/2026			Healthy Blue discovered the Cordination of Benefits (COB) logic was not properly implemented when Medicaid is considered as secondary. On 12/16/2025, the COB logic was updated to process COB correctly. Ongoing work to clean up claims processed incorrectly is ongoing.	N/A	Healthy Blue - 12/16/2025	Healthy Blue - TBD	O/U
890	2/13/2026	E2024-104-A2	Policy	Carve-Out Drugs – Updates Effective retroactive to the dates on the policy attachment, select pharmaceuticals have been designated as Carve-Out Drugs, when approved to be administered to a member receiving inpatient treatment. Effective with the implementation date for each MCO, retroactive to various dates.	N/A	Healthy Blue - 1/15/2026 Sunflower - 11/6/2025 UHC - 1/3/2026	Healthy Blue - Pending Sunflower - Pending UHC - 6/18/2026	O/U
898	2/26/2026	E2025-122	Policy	HCPCS Changes – Annual 2026 This is the annual policy documented to track and implement the additions, revisions and deletions related to HCPCS 2026. Effective with the implementation date for each MCO, retroactive to January 01, 2026 service dates.	N/A	Healthy Blue - 2/17/2026 Sunflower - 3/19/2026 UHC - 4/7/2026	Healthy Blue - No claims impacted. Sunflower - 9/25/2026 Payment ETA UHC - 6/4/2026	O/U
901	3/19/2026		Professional and Institutional	Coordination of Benefits (COB) logic was not properly implemented within Healthy Blue's claims system when Medicaid is secondary. Claims rejected for KMAP/taxonomy and our ability to get a 1:1 match were reprocessed. When reprocessed by Healthy Blue, all of the claims were processing as primary.	N/A	Healthy Blue - 12/26/2025	Healthy Blue - 9/1/2026 ETA	O
911	4/30/2026		Hospital	Healthy Blue has identified that we have paid on procedure code 87661 in error to Hospitals. These claims will be reprocessed as overpayments and will be deducted from future claims.	N/A	Healthy Blue - 7/10/2026	Healthy Blue - 10/30/2026 ETA	O
912	5/15/2026	SF-1426		Authorizations Match Tool malfunctioned and incorrectly counted authorization units, resulting in an exceeded authorization denial. The Authorization match tool also incorrectly matched the wrong auth to the wrong claim, resulting in exceeded authorization denials.	N/A	SF - 1/20/2026	SF- 9/10/2026	O/U
914	6/26/2026	SF-1427		Various Hospice claims processing errors. - Missing Modifier -T2042 billed over 60 days were paid without U2 Mod. - Claims were paid without member hospice election/assigned election to hospice billing. - Claims incorrectly manually overpaid billed charges.	N/A	Sunflower- Pending	Sunflower- 10/09/2026 Recovery ETA	O
916	7/17/2026	E2026-055	Policy	Ratelist and Manual Adjustments, Policy Routine Maintenance – June 3, 2026 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 dates.	N/A	Healthy Blue - 6/9/2026 Sunflower - 6/24/2026 UHC - 6/19/2026	Healthy Blue - Pending Sunflower - 9/22/2026 - Payment ETA 9/29/26- Recovery ETA UHC - 7/13/2026	O/U
917	7/17/2026	E2025-122-A1	Policy	HCPCS Changes – April 2026 Additions, revisions, and deletions related to 2nd Quarter HCPCS 2026. Effective with the implementation date for each MCO, retroactive to April 01, 2026 service dates.	N/A	Healthy Blue - 7/1/2026 Sunflower - 6/23/2026 UHC - 5/23/2026	Healthy Blue - Pending Sunflower - 7/21/2026 Payment UHC - 7/14/2026	O/U
919	7/17/2026	E2009-008-A48	Policy	HCPCS Pricing for Part B Drugs – July 2026 Additions, revisions and deletions related to 3rd quarter 2026 HCPCS Pricing for Part B Drugs. Effective with the implementation date for each MCO, retroactive to July 01, 2026 service dates.	N/A	Healthy Blue - 7/14/2026 Sunflower - 7/17/2026 UHC - 8/31/2026	Healthy Blue - 8/14/2026 Sunflower - 9/25/2026 ETA UHC - Pending	O/U
921	7/27/2026		Electronic Visit Verification (EVV) Transactions	During the May 21, 2026, AuthentiCare release, there was an issue where the rates paid to providers reverted to the state standard rate instead of the negotiated rate on claims. This issue was fixed 5/28/26. A list of claims was provided to each MCO for review and claim adjustment, if necessary.	N/A	Healthy Blue - Pending Sunflower - N/A UHC - N/A	Healthy Blue - Pending Sunflower - 8/18/2026 UHC - 11/8/2026 ETA	O/U

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922	8/5/2026		Professional and Hospital	Claims are being denied for diagnosis codes incorrectly reported. Healthy Blue is doing daily claim sweeps to keep claims from denying incorrectly.	N/A	Healthy Blue - 8/14/2026	Healthy Blue - 8/17/2026	U
923	8/5/2026		HCBS	Claims are denying incorrectly for MUE (Medically Unlikely Edit) when procedure code 97129 is billed. Healthy Blue is doing claim sweeps to capture claims that denied incorrectly.	N/A	Healthy Blue - 8/23/2026	Healthy Blue - 9/11/2026	U
924	9/3/2026		Professional	Ophthalmologist claims submitted to Heathly Blue are rejecting with direction to submit to EyeMed inappropriately.	N/A	Healthy Blue - Pending	Healthy Blue - Pending	U
925	9/3/2026		Professional	Evaluation and Management procedure codes denying for noncovered servce	N/A	Healthy Blue - 9/3/2026	Healthy Blue - 9/16/2026	U
926	9/3/2026	E2025-122-A2	Policy	HCPCS Changes – July 2026 Additions, revisions, and deletions related to 3rd Quarter HCPCS 2026. Effective with the implementation date for each MCO, retroactive to July 01, 2026 service dates.	N/A	Healthy Blue - 8/3/2026 Sunflower - 8/24/2026 UHC - 8/29/2026	Healthy Blue - Pending Sunflower - Pending UHC - Pending	O/U
927	9/3/2026	E2026-078	Policy	Ratelist and Manual Adjustments, Policy Routine Maintenance – August 11, 2026 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 dates.	N/A	Healthy Blue - Pending Sunflower - 8/24/2026 UHC - 9/1/2026	Healthy Blue - Pending Sunflower - 10/16/2026 ETA 11/20/2026 Recovery ETA UHC - Pending	O/U
928	9/3/2026	E2024-123-A7	Policy	DRG Weights and Rates for January 2025-Update Updated DRG weights and rates will be used for inpatient claims processing for all hospitals. Added HaysMed Inpatient Rehabilitation Unit. Effective with the implementation date for each MCO, retroactive to January 01, 2025 service dates.	N/A	Healthy Blue - 8/11/2026 Sunflower - 8/8/2026 UHC - 8/2/2026	Healthy Blue - Pending Sunflower - No claims impacted. UHC - No claims impacted.	O/U
929	9/3/2026	E2025-126-A3	Policy	DRG Weights and Rates for January 2026-Update Updated DRG weights and rates will be used for inpatient claims processing for all hospitals. Updated to add Hays Med Inpatient Rehabilitation Unit. Effective with the implementation date for each MCO, retroactive to January 01, 2026 service dates.	N/A	Healthy Blue - 8/11/2026 Sunflower - 8/8/2026 UHC - 8/2/2026	Healthy Blue - Pending Sunflower - No claims impacted. UHC - No claims impacted.	O/U
930	9/24/2026		Professional	Healthy Blue is paying cost share in scenarios where it is not due.	N/A	Healthy Blue - TBD	Health Blue - TBD	O