



Wellpoint system configuration updates

Iowa | Medicaid • Children’s Health Insurance Program

The table below provides information related to claims issues impacting several providers. This information will be updated weekly on Fridays. Continue to follow the existing process by reaching out to your provider relationship management representative for concerns.

Known system issue	Brief description	Date issue identified	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
Code 96372	CPT® 96372 was mapped as no coverage for all dx for ages 3-999.	1/9/2024	Complete	Medical	287	3/22/2024 Complete	4/19/2024 Complete
Invalid DSNP rejections	Mapping caused supplemental record from provider data team, which impacted our code to bring records over to reference tables.	2/13/2024	Complete	Atypical	6	3/18/2024 Complete	4/18/2024 Complete
Nursing Facility overpayments	Nursing Facility providers were noticing speech therapy payments were out of alignment with Iowa Medicaid rules. Wellpoint has made the fix as of April 29, 2024.	4/11/2024	In progress	Nursing Facility	TBD	4/29/2024 Complete	Overpayments
Custodial Care - Rejected claims	Wellpoint recently identified an issue where a new processing rule designed for Medicare SNF claims was incorrectly applied through our DSNP product, leading to some DSNP claims being rejected. The invalid rejections only impact members who receive custodial care and are dually enrolled in both products. We are actively resolving the issue so that these claims will be sent over to the member’s Medicaid record as standard process. All valid and clean claims will be recycled and accepted	4/30/2024	In progress	Custodial Care	TBD	5/21/2024	6/21/2024

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	into our system, with payments made through the member's Medicaid account.						
COB overpayment recovery attempts on HCBS and Hospice Pass Through (Revenue Code 0658)	Wellpoint has identified incorrect recoveries for COB. This includes HCBS waiver codes and Hospice Pass through payments that should always pay as primary. On May 6, 2024, Wellpoint discovered the erroneous letters being sent to our provider network and ceased recovery efforts on the same day. In the coming weeks, providers will be receiving <i>retraction</i> letters, voiding out the recoupment. Please note, due to timing issues there may be some recovery letters received which could not be stopped prior to this identification. If you have additional questions or concerns, please call the dispute information indicated on the letters.	5/6/2024	In progress	HCBS & Hospice	TBD	5/7/2024 Complete	Overpayments

The below are routine, non-defect-based updates being provided for further insight into large complex projects.

Update	Brief description and status update	Date detail is available to MCOs/ partners	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
Addendum B	HHS posted updated file on website February 13, 2024. Wellpoint has updates configured and in production on February 21, 2024, with claims reprocessing to occur following. High volume of claims; still in process.	2/13/2024	In progress	Out-patient Hospitals	All	2/21/2024 Complete	5/30/2024
January 2024 ER Triage Code, 99211 OCE Edits	On April 16, 2024, Wellpoint identified the need for further customization and editing for ER Triage claims, following the recent updates in Addendum B File and Info Letter 2504. Specifically, there is a requirement to bypass OCE edit 96 for January 2024 due to the delay of	4/16/2024	Complete	Hospital Out-patient/ ER	120	4/24/2024 Complete	5/7/2024 Complete

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Update	Brief description and status update	Date detail is available to MCOs/ partners	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
	changing the ER Triage code from 99211 to 99281. Wellpoint is currently working on these updates for hospital outpatient records and will reprocess clean claims once the editing is completed.						
NF/ICF-ID, Special Population Facilities Revenue Code Billing Changes	<p>Effective for claims dates of service May 1, 2024, Wellpoint will be aligning our claims edit to NOT deny for other carrier when the following providers bill with these revenue codes/bill types. While not required or enforced at this point across the Iowa Medicaid program, we wanted to give providers an option to begin billing in this fashion to reduce claims adjudication errors, unique to <i>other carrier</i> denials. Please note all LOA revenue codes will be encompassed by this too.</p> <p>Provider type/Type of Bill/RevCode</p> <p>LTC NF/21X/0100,0101</p> <p>Special Population NFs/21X/0123</p> <p>Ventilator Rate (Custodial)/21X/0100,0101</p> <p>ICF ID/65X, 66X/0100,0101</p> <p>ICF PMI/21X/0100,0101</p>	4/17/2024	In progress	NF, ICF/ID, Special Population, ICF/PMI	All	5/1/2024* Date of service change will be implemented	N/A
EVV specific code S9123	January 1, 2024, Iowa Medicaid added more codes for services that have certain restrictions, known as EVV.	4/22/2024	In progress	Maternal Health Centers or	4	5/10/2024	6/10/2024

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Update	Brief description and status update	Date detail is available to MCOs/ partners	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
	<p>There is a specific code, S9123, which is used in different places of service and for different services that should not have these EVV restrictions. This code should not be rejected when it is submitted to Wellpoint. If code S9123 is used for a certain health benefit, it must meet some specific conditions, but this is not the case when it is used by Maternal Health Centers or Screen Centers and should not be denied for EVV purposes. Wellpoint is in the process of prioritizing this updated configuration as well as reprocessing ZEE denials until configuration is complete.</p> <p>Sources IL 2525 Maternal Health Fee Schedules: secureapp.dhs.state.ia.us/medicaidfeesched/X35.xml</p> <p>Screening Center Fee Schedules: secureapp.dhs.state.ia.us/medicaidfeesched/X30.xml</p>			Screen Centers			

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