

Incorrect Claims Processing Alert

Background: Anthem Blue Cross and Blue Shield Medicaid has determined that some claims with a remit date of January 16, 2020, or later have erroneously paid at \$0.00.

As of January 27, 2020, Anthem Blue Cross and Blue Shield Medicaid systems have been corrected. Claims processed on or after this date should be processing correctly.

How do I know if my claim was affected?

If your claim was erroneously paid or denied, it may have included the following remittance explanation code:

Explanation Code	Code Description
PXN	NetworX Std Fee Sched
G22	Paid at contracted rate

What do I need to do?

If you experienced an incorrect claims payment or denial on or after January 16, 2020, the claim will automatically reprocess with no action needed from the provider.

Corrected claims are already being released this week. All claims affected will be reprocessed and corrected no later than February 7, 2020.

What if I need assistance?

If you have questions about this communication, contact your local Network Relations Consultant or call Provider Services at **1-855-661-2028**.



<https://mediproviders.anthem.com/ky>