

MEDICAID PROVIDER BULLETIN

May 2019

Provider file load error

On April 1, 2019, Anthem Blue Cross and Blue Shield Medicaid (Anthem) experienced an internal issue while loading the Department for Medicaid Services state provider master file. Several provider records were not loaded, causing those providers to appear to be ineligible for reimbursement. The provider file was updated the following business day.

During the intervening 24-hour period, providers whose Medicaid IDs were not loaded were reflected as terminated in the Anthem system because they appeared to be ineligible for participation. Claims billed by providers whose records were terminated were denied in error. As a result of this error, Anthem has developed internal reporting to monitor the progress of those daily file loads.

The final claims impact is currently being identified. Once identified, claims will be automatically reprocessed.

Providers do not have to resubmit claims. Provider should allow 45 days for claims to be reprocessed and payment received.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-855-661-2028**.



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