

## **Electronic visit verification claims receiving denial code Z79**

*Explanation of Payment* denial code Z79 — *Claim denied for not submitting through designated vendor for VA EVV* — was recently implemented in error for Medicaid services requiring electronic visit verification (EVV) when claims were not submitted through our EVV Vendor, Tellus. Claims impacted include those submitted December 5, 2019, through December 17, 2019.

### **What you need to know:**

- The claims edit has been removed from our claims system, and we are actively reviewing the claims system to ensure additional claims are not impacted.
- All claims identified to have received the denial code in error have been resubmitted for processing. Providers may experience longer than expected delays in their claims payments due to this error.
- This error impacted approximately 26,000 claims. As of December 31, 2019, approximately 85% of these claims have already been fully reprocessed. HealthKeepers, Inc. anticipates to have all claims fully reprocessed and payment made by Monday, January 6, 2020.

If you have outstanding claims you feel have not been processed, contact Provider Relations at **AnthemEVVProviders@anthem.com** and include the following:

- Provider name
- Provider NPI
- Claim date of service and/or claim submission date

We apologize for any inconvenience this may cause you and your staff. If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.

**<https://mediproviders.anthem.com/va>**

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