

Known issues log

UnitedHealthcare Community Plan – Nebraska

Updated Sept. 27, 2024

The following is a current list of open and closed known global claims issues for UnitedHealthcare Community Plan in Nebraska. For questions related to open issues, reach out to your provider advocate or call Provider Services at **866-331-2243**.

Open issues			
We have no open issues.			
Closed issues			
Description	Impacted provider type	Resolution status	Completion date
Telehealth claims were billed with modifier 95.	Behavioral health and physical health	Claims have been reprocessed.	Aug. 23, 2023
F27 denial The inpatient value code 80 edit is receiving a F27 denial. Some facility claims that were processed Sept. 26–Nov. 10 were incorrectly denied.	Facilities	We initiated a review on all claims denied for M49 missing, incomplete and/or invalid value code(s) or amount(s) and verified them for accuracy. We reprocessed claims that were incorrectly denied. Providers did not need to file a reconsideration.	Jan. 31, 2023
Some dental claims were incorrectly denied with exception code 3325: Provider was not registered with state Medicaid.	Dental	We mitigated the issues and reprocessed the claims.	June 28, 2024
Due to a change in guidance from Nebraska Medicaid, we will be reprocessing claims that were paid without including the reduction for Medicare sequestration between July 1, 2022, and the date the system changed. The payments were based on the allowed amount after the reduced Medicare sequestration amount. We're working on updating the claims system and will pay the sequestration amount going forward.	Behavioral health and physical health	We reprocessed the claims to pay the sequestration amount.	July 31, 2024
Dental claims for members with primary insurance are not paying up to the allowed Medicaid amount.	Dental	We reprocessed the claims.	Sept. 20, 2024