

April 3, 2026

The table below provides information on known issues affecting Healthy Blue and Healthy Blue Care Together providers. This information will be updated weekly on Fridays. Please continue to follow the existing process by contacting Provider Services at 844-594-5072 (Healthy Blue Provider Services) or 833-777-3698 (Healthy Blue Care Together Provider Services) or your Healthy Blue and Healthy Blue Care Together provider relationship management representative if you have questions or concerns related to the issues listed here.

Note: All impacted claims submitted within the timely filing limits on the date of issue identification will be included in claims reprocessing and issue resolution. Providers will not have to file a reconsideration/appeal for submitted claims. Claims that have been appropriately not proceeded with or denied will not change when the issue is resolved.

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Identified	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest Owed	Date Resolved
All	TBD	Claims	Claims are incorrectly denying ZAU – missing or invalid NDC code.	1/27/2026	66	4/10/2026	Open	Configuration has been corrected and claims are no longer denying incorrectly as of 1/28/2026. A claims sweep is in progress to correct claims denied in error.	As applicable	
Professional	1	Claims	ILOS code T1000 with modifier UC is denying K85 in error.	2/20/2026	42	4/17/2026	Open	Update configuration to allow UC modifier.	As applicable	

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Blue Cross and Blue Shield of North Carolina
Known Issues List

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CFSP Behavioral Health	TBD	Claims	Claims with taxonomy 251S00000X with procedure codes from the enhanced mental health fee schedule are being processed incorrectly as the incorrect taxonomy from the claim image is being used to process the claim.	2/16/2026	46	4/30/2026	Open	Update configuration logic to pull in the group taxonomy for processing.	As applicable	
Professional	12	Claims	K56 denials for 96380/96381 & 96382 RSV codes.	1/26/2026	67	4/30/2026	Open	Update configuration to match DHHS guidance.	As applicable	
Professional	7	Claims	Code E0603 is incorrectly denying as submit to vendor.	1/23/2026	70	4/10/2026	Open	A research ticket is in progress to determine where the break is occurring. Once identified configuration will be updated and then claims will be reprocessed.	As applicable	
Professional	7	Claims	Claims denying as Inappropriate Diagnosis/Modifier for procedure code L3908.	10/22/2025	163	4/10/2026	Open	We are currently in the process of reconfiguring the system to address the issue where Procedure Code L3908, billed with modifiers RT and LT on two separate claim lines, is incorrectly denied with denial code v19.	As applicable	

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Professional	104	Claims	Obstetric claims are denying G18 with several CPT® codes pertaining to antepartum, delivery and postpartum care.	9/25/2025	184	4/3/2026	Open	Configuration on non-applicable codes was completed 11/13/2025. Claims rework was completed 1/16/2026. The second portion of configuration to look back at claims history is completed as of 2/16/2026. A final claims sweep for the second portion of configuration is in progress.	As applicable	
Professional	1123	Claims	v41 denials on J codes billed with valid NDC.	8/19/2025	197	4/10/2026	Open	Configuration review is in progress to identify the root cause.	As applicable	
Professional	82	Claims	Procedure Code 99177 denying as non-covered.	10/21/2025	104	2/2/2026	Closed	All impacted claims have been reprocessed.	As applicable	2/2/2026
Professional	27	Claims	Personal Care Services (PCS) Rate Reimbursement Methodology Changes-underpayment 99509 and modifiers HC, TT, SC, HH, HI, and HQ.	7/24/2025	172	1/31/2026	Closed	Documentation updates are being reviewed. Once that is completed then claims rework will begin. Configuration has been updated and claims rework has been completed.	As applicable	1/12/2026

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Shield of North Carolina (Blue Cross NC). Blue Cross NC provides information about these program(s) for your convenience and is not liable in any way for the information, goods or services received. Blue Cross NC reserves the right to discontinue or change these programs at any time.