Blue Cross® and Blue Shield® of North Carolina (Blue Cross NC) | Healthy Blue® | Healthy Blue® Care Together | Medicaid

Known Issues Bulletin

September 11, 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
Behavioral Health	15	Claims	Codes 96130-96139 are denying as non-covered incorrectly	8/19/2026	23	10/31/2026	Open	Configuration has an estimated completion date of 9/9/2026. Once completed, a claims sweep will be initiated.	As applicable	

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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	28	Claims	Drug injectable services performed in an office are denying for no authorization for in-network providers. The SOC policy that went into effective 7/1/2026 does not include POS 11.	8/5/2026	037	9/30/2026	Open	Configuration was corrected 8/6/2026. A claims sweep has been initiated.	Yes	
Behavioral Health	16	Claims	Authorizations are not being transferred to the claims processing system which is causing claims to deny for no authorization.	7/30/2026	39	9/15/2026	Closed	Fix the connection between the authorization and claims system. Once completed, the claims will be reprocessed.	As applicable	
DME	5	Claims	A clinical edit is currently denying E0202-RR when it is billed more than once within 28 days. Denial code: i65-Same/Similar Service Performed Recently	7/21/2026	52	10/1/2026	Open	We are actively working to exclude/remove this edit so claims process in alignment with the policy.	As applicable	

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Identified	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest Owed	Date Resolved
Tele-psychiatric	520	Claims	Telepsychiatry claims are being denied PSO non-covered when billed with the GT Modifier.	7/16/2026	57	9/31/2026	Open	Issue is under review to determine the root cause and any applicable impacts.	As applicable	
Behavioral Health	16	Claims	Authorizations are not being transferred to the claims processing system which is causing claims to deny for no authorization.	7/30/2026	34	9/15/2026	Closed	The connection was fixed on 8/5/2026. All impacted claims have been reprocessed.	As applicable	9/2/2026
RBI-BHT Providers	64	Claims	RBI-BHT services are being denied when billed with a GT modifier.	6/26/2026	60	8/31/2026	Closed	Per state bulletin, codes are no longer eligible for telehealth. Bulletin: https://medicaid.ncdhhs.gov/blog/2026/08/05/updated-reminder-requirements-research-based-behavioral-health-treatment-service-delivery-aug-5-2026	No	8/25/2026
DME Providers	9	Claims	Underpayments on A4253, A4256, A4256, and A4259	5/14/2026	105	8/30/2026	Closed	Configuration was completed 6/26/2026. Final claims sweep completed 8/27/2026.	As applicable	8/27/2026
CFSP	4	Claims	Claims for H0040 that were approved under EPSDT are denied incorrectly.	7/27/2026	9	9/30/2026	Closed	Claims have been reprocessed.	As applicable	8/5/2026
CFSP Providers	11	Claims	High Fidelity Wraparound (H0032) is denying as noncovered for members 0-21.	3/7/2026	153	8/31/2026	Closed	Configuration was corrected on 6/16/2026. A final claims sweep is in process.	As applicable	7/23/2026

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Identified	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest Owed	Date Resolved
CFSP Providers	365	Claims	Claims are denying for no authorization when auth is not required during the authorization waiver period.	4/10/2026	112	7/31/2026	Closed	Configuration was updated on 5/2/2026. The first claims sweep has been completed. A final claims sweep is in progress.	As applicable	7/22/2026
CFSP Behavioral Health	203	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. Additionally, the state provided a list of an additional 16 taxonomies that are acceptable for services paid from this fee schedule.	2/16/2026	165	7/31/2026	Closed	Update configuration logic to pull in the group taxonomy for processing. The pricing portion of configuration is completed. Final claims sweeps completed.	As applicable	7/23/2026

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Identified	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest Owed	Date Resolved
Professional	1	Claims	ILOS code T1000 with modifier UC is denying K85 in error.	2/20/2026	145	7/15/2026	Closed	Update configuration to allow UC modifier.	As applicable	7/15/2026
PCS Providers	17	Claims	Underpayments found for 99509 with HA/HB modifier	4/24/2026	70	8/1/2026	Closed	Configuration was updated 6/5/2026. A claims sweep was completed 7/2/2026	As applicable	7/2/2026
Professional	12	Claims	K56 denials for 96380/96381 & 96382 RSV codes.	1/26/2026	158	7/30/2026	Closed	Configuration was updated 6/17/2026. The claims sweep was completed 7/2/2026.	As applicable	7/2/2026

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Identified	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest Owed	Date Resolved
Dialysis Providers	1	Claims	Copays are being applied to dialysis services when they should not be.	4/24/2026	71	7/30/2026	Closed	Configuration was updated 5/22/2026. Final claims sweep was completed 6/29/2026.	As applicable	6/29/2026
Professional	104	Claims	Obstetric claims are denying G18 with several CPT® codes pertaining to antepartum, delivery and postpartum care.	9/25/2025	269	6/30/2026	Closed	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. The final claims sweep that went through automation was completed 4/30/2026. There were claims that fell out for manual review that are being worked. Claims have been reprocessed. Payments went out 6/20/2026.	As applicable	6/20/2026

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