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

Known issues bulletin

October 30, 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	1436	Claims	All professional claims processed between 9/28/26 and 10/1/26 were denied as noncovered (PSO Denial)	9/28/26	32	11/13/26	Open	The system configuration was corrected on 10/1/26. System reprocessing of impacted claims was completed on 10/13/26. Manual review of remaining claim fallout is underway, with completion targeted for 11/13/26.	Yes	

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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
Behavioral Health	129	Claims	ABA Taxonomy Configuration per update to clinical coverage policy 8F.	9/1/26	58	11/30/26	Open	Updating configuration to adhere to taxonomy mapping requirements.	As applicable	
Tele-psychiatric	343	Claims	Telepsychiatry and ABA claims are being denied PSO non-covered when billed with the GT modifier. CPT 90846 is incorrectly denying for all places of service. All places of service are allowed, with Place of Service 03 (School) restricted to members under age 21.	7/16/2026	106	12/2/26	Open	Configuration updates were completed on 9/4/26, for all impacted codes except CPT 90846. Reprocessing was initiated for affected claims associated with the corrected codes; CPT 90846 remains excluded.	As applicable	
All	28	Claims	Drug injectable services performed in an office are denying no authorization for in-network providers. The SOC policy that went into effect 7/1/2026 does not include POS 11.	8/5/2026	75	10/31/2026	Closed	System configuration was completed on **8/6/26**, and the associated claims rework was completed on **10/19/26**. .	Yes	10/19/26

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	44	10/31/2026	Closed	Configuration and global claims rework has been completed.	As applicable	9/23/26
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	73	10/1/2026	Closed	Configuration and global claims rework have been completed.	As applicable	9/22/26
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	Configuration was corrected 8/5/2026. Claims sweep was completed 8/31/2026	As applicable	9/7/2026
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

Provider type	Number of impacted providers	Category	Issue	Date issue identified	Number of days outstanding	Estimated fix date	Status	Resolution	Interest owed	Date resolved
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

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