



Wellpoint system configuration updates

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The table below provides information related to claims issues impacting several providers. This information will be updated weekly on Fridays. Continue to follow the existing process by reaching out to your provider relationship management representative for concerns.

Known system issue	Brief description	Date issue identified	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
K85 PhD denials	Wellpoint has editing to ensure that behavioral health claims payments match the providers' actual licensing and credentialing level. However, issues have been identified when providers hold multiple credentials, such as an LMFT (licensed marriage and family therapist) and a PhD. Presently our system is only reviewing the LMFT and LMHC component and needs to also evaluate the PhD recognition. This edit is leading to invalid <i>k85-invalid modifier</i> denials, when the HP modifier is billed for practitioners who have this combination of designation. Wellpoint has completed configuration to expand the editing to allow providers who have PhD licensure types to be reimbursed when billing with the HP modifier.	7/29/2024	Complete	LMFT & LMHC who also have PhD	19	10/18/2024 Complete	11/18/2024 Complete
Invalid Benefit Denials, procedure code 99204 when billed as	Necessary benefit edits required to allow code 99204 to be reimbursed as a telehealth service. This code was inadvertently left off the accepted list when it was configured for Iowa Medicaid.	10/21/2024	Complete	Professional Claims billed via Telehealth	All	11/6/2024 Complete	11/21/2024

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Telehealth (POS 2, 10)							
Invalid Benefit Denials, procedure G0121 for Ambulatory Surgical Centers	System updates will be required to allow the reimbursement of procedure code G0121 when billed in POS 24 by Ambulatory Surgical Centers.	10/22/2024	In progress	Ambulatory Surgical Centers (ASC)	All	12/6/2024	1/6/2025
Code 66984 denials in error	Wellpoint became aware of procedure code 66984 being denied as a noncovered benefit on a member's Medicaid plan which is in error since it is payable for ASC and Physician services.	11/1/2024	In progress	Physician	5	11/21/2024 Complete	12/21/2024
2024-2025 Season Influenza vaccine fee schedule updates	Wellpoint is processing the new vaccinations codes (including 90653,90656,90657,90658,90660,90661,90662, 90673) as they were updated to the HHS open fee schedule on November 5, 2024, and are in process to update these codes and rates to our fee schedule processing, back to their effective dates in August 2024.	11/5/2024	In progress	MD (2), DO (3), NP (50), PA (68), Clinic (14), Pharmacists (82), Public Health (72)	TBD	12/6/2024	1/6/2025
Place of service updates to J Codes reimbursement	Effective January 1, 2025, Wellpoint will be aligning with HHS regarding the acceptance and payment of medical injectables/J codes respective to their allowed place of service based upon clinical appropriateness. This change may require adjustments to your current billing processes, and we want to ensure you have ample time to prepare. This message serves as a notice of these upcoming changes that will go into effect January 1, 2025.	November 2024	In progress	Medical Pharmacy and Professional claims	TBD	1/1/2025	n/a
Revenue Codes 1001 and 1002 reimbursement changes	Wellpoint will soon begin implementing the guidelines outlined in informational letters 1639 and 2156, which emphasize proper billing practices. As a result, please be aware	November 2024	In progress	PMICs, PRCT, B3 Providers, Crisis Response*	12	1/1/2025	n/a

	that claims submitted with revenue codes 1001 and 1002 will no longer be eligible for reimbursement. We understand this change may require adjustments to your current billing processes, and we want to ensure you have ample time to prepare. This message serves as a notice of these upcoming changes that will go into effect January 1, 2025.			(Present experience of provider types billing these revenue codes out of accordance with program specific requirements)			
HHS Iowa Medicaid Provider Master File issue	Wellpoint was notified by HHS that they have identified an error with the Medicaid Provider Master File regarding providers terminating inappropriately. HHS has resolved the issue. If providers feel claims rejections are inaccurate for their NPI, claims should be able to be resubmitted for acceptance.	11/11/2024	Complete	All	Total Impact Unknown	11/25/2024 Complete	n/a
October 2024 Hospice Rates Updates	Wellpoint received the updated Hospice Wages from HHS on November 20, 2024. Wellpoint is working toward updating configuration and will reprocess all otherwise clean claims billed in accordance with the new rates.	11/20/2024	In progress	Hospice	87	TBD	TBD

Below are routine, non-defect-based updates being provided for further insight into large complex projects.

Update	Brief description and status update	Date detail is available to MCOs/partners	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
July 2024 open fee schedule update	Wellpoint received rate updates effective July 1, 2024, including NP=nurse practitioner,	9/9/2024	In process	NP, PA, DME, PT, CMHC	All	9/16/2024 Complete	70% Complete as of 11/8/2024 ECD 12/30

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September 9, 2024	PA=physician assistant, DME=durable medical equipment, PT=physical therapy, and CMHC=community mental health center.						
E&M Code Rate Changes	As noted in IL 2636, HHS identified an error on certain fee schedules that resulted in rates being noted on E&M procedure codes for amounts higher than intended. Iowa HHS updated the impacted fee schedules on October 9, 2024, and MCOs intend to have impacted configuration completed by October 18, 2024. Claims will be adjusted through projects. See IL 2636 for more details.	10/9/2024	In process	Hospitals and Clinics	All	10/18/2024 Complete	01/10/2025
October 2024 Addendum B Updates	Wellpoint is in process to the October 2024 quarterly updates made to the Hospital Outpatient fee schedules/Addendum B. The updates were posted to the HHS website on October 23, 2024 and were made available to Wellpoint on November 18, 2024. Final configuration to be completed by November 26, 2024, with claims reprocessing to occur thereafter.	11/18/2024	In process	Hospitals	All	11/26/2024	12/26/2024

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