



Important Notice Regarding EVV Claim Denials

UnitedHealthcare Community Plan of Indiana recently identified a system issue that may have affected a subset of claims requiring Electronic Visit Verification (EVV) validation.

For some claims submitted between Aug. 8, 2026, and Aug. 16, 2026, an internal claims processing service experienced an interruption. As a result, these claims may have been denied for EVV-related reasons even though appropriate EVV records were available. This issue was internal to our claims processing environment and was not caused by provider actions or provider EVV submissions.

The issue has been resolved, and the affected service is operating normally. Impacted claims have been identified and we're actively working to correct and reprocess those claims through the normal EVV validation process.

Providers do not need to take any action at this time unless contacted directly by UnitedHealthcare.

We apologize for any inconvenience this issue may have caused and appreciate your partnership as we complete remediation activities.

Questions? We're here to help.

For questions, please call Provider Services at 877-610-9785, Monday–Friday, 8 a.m. to 8 p.m. ET.