



Skilled Nursing Facility Claims Processing Notification

UnitedHealthcare Community Plan of Indiana identified a claims processing issue that resulted in delayed adjudication of a limited number of Skilled Nursing Facility (SNF) claims.

The issue was caused by a claims intake processing defect that prevented certain claims from progressing through the normal adjudication workflow. The defect has been corrected, and all affected claims have been processed.

UnitedHealthcare determined that certain electronic SNF claims exceeded Indiana's contractual 21-day adjudication requirement. In accordance with contractual requirements, UnitedHealthcare will issue provider penalty payments of \$500 per claim per day for eligible impacted claims. No action is required to receive these payments.

Questions? We're here to help.

For questions regarding claim status or payment, contact your Provider Engagement Representative or Provider Services at 877-610-9785, Monday–Friday, 8 a.m. to 8 p.m. ET.