

Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated Sept. 18, 2024

The UnitedHealthcare Community Plan of North Carolina is making this information available to health care professionals to help you better understand when we identify system issues and make adjustments or corrections to fix those issues.

If you have any questions about these issues, please contact the Provider Call Center at **800-638-3302**.

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
DME	45	Claims	Durable medical equipment The state's Encounter Processing System (EPS) was rejecting encounters submitted by prepaid health plans (PHP). This caused claims for durable medical equipment (DME) to be denied.	Oct. 16, 2023	295	Aug. 6, 2024	Closed	The issue is closed.	No	Aug. 6, 2024	COM00042442
Other	0 UnitedHealthcare network providers	Other	Prior authorization end date Between July 1–27, 2024, the GDIT system for the state of North Carolina erroneously set the end date of prior authorization	July 27, 2024	NA - UnitedHealthcare	July 28, 2024	Closed	NCTracks fixed the error on July 28 with an unrelated system deployment. Prior authorization approvals sent after July 27 show the correct end	No	July 28, 2024	INC0898414

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			<p>approvals equal to their start date. Notifications sent to PHPs for approximately 5,000 prior authorizations incorrectly showed 1-day prior authorization for requested services.</p> <p>Please note: None of the UnitedHealthcare providers or members was affected by this error. We've included this issue in our report per the state's request to all managed care organizations in North Carolina.</p>					<p>date. The state will notify providers who were affected by this error.</p>			

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Dental	1	Claims	<p>Ambulatory surgical centers Multiple changes to billing requirements for units and reimbursement rates have impacted ambulatory surgical centers since October 2023. However, the current North Carolina Medicaid clinical coverage policy 4A and North Carolina Medicaid fee schedule (dated April 1, 2024) continue to reflect the following standard: 6. Enter the total operating time on detail line 1 of the claim (1 unit= 1 minute). (Note: Inclusion of this standard is for informational purposes only.) This is causing confusion and abrasion between providers and PHPs.</p>	Aug. 19, 2024	16	Sept. 4, 2024	Closed	The North Carolina Department of Health and Human Services is working to update the fee schedule.	No	Sept. 4, 2024	COM0063026, COM0062687