Known issues log
UnitedHealthcare Community Plan – Nebraska

Updated Sept. 5, 2024

The following is a current list of open and closed known global claims issues for UnitedHealthcare Community Plan in Nebraska. For questions related to open issues, reach out to your provider advocate or call Provider Services at **866-331-2243**.

Open issues

Description	Impacted provider type	Resolution status	Estimated completion date
Dental claims for members with primary insurance are not paying up to the allowed Medicaid amount.	Dental	We updated the system configuration on Aug. 9, 2024, and are currently reprocessing the claims.	Sept. 20, 2024

Closed issues

Description	Impacted provider type	Resolution status	Completion date
Telehealth claims billed with modifier 95.	Behavioral health and physical health	Claims have been reprocessed.	Aug. 23, 2023
F27 denial The inpatient value code 80 edit is receiving a F27 denial. Some facility claims that were processed Sept. 26–Nov. 10 were incorrectly denied.	Facilities	We initiated a review on all claims denied for M49 missing, incomplete and/or invalid value code(s) or amount(s) and will verify them for accuracy. We'll reprocess claims that were incorrectly denied. Providers will not need to file a reconsideration.	Jan. 31, 2023
Some dental claims were incorrectly denied with exception code 3325: Provider not registered with state Medicaid.	Dental	Issues has been mitigated and claims will be reprocessed by June 19, 2024.	June 28, 2024
Due to a change in guidance from Nebraska Medicaid, we will be reprocessing claims that were paid without including the reduction for Medicare sequestration	Behavioral health and physical health	Claims processing is underway. We've reprocessed 97% of the claims to pay the sequestration amount.	July 31, 2024

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between July 1, 2022, and the date the system changed. The payments were based on the allowed amount after the reduced Medicare sequestration amount. We're working on updating the claims system and will pay the sequestration amount going forward.

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