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EXDZ Denials

Impacted Program(s): Medicaid

Time Period: Post 4/1/2022

Details:

Claims are denying for service has exceeded the auth limit.

Example: Surgeon and Hospital claims hitting against the same auth which has a unit of 1, which is correct per Utilization Management.

A solution has been identified and a system update is current in process. A claims impact report has been generated to conduct a mass reprocessing of impacted claims.