

Chiropractic Claims Denial Error

FEBRUARY 2023

Michigan

Dear Providers,

Meridian is aware of Chiropractic claims denying for “EXya: claims denied after review of member’s claim history” in error. The MDHHS policy allows for up to 18 chiropractic visits per calendar year; however, the Centene Clinical Policy: Chiropractic Care MI.CP.MP.535 was configured off a rolling year. This error is causing incorrect denials for members exceeding 18 visits. Our internal teams are working to have the policy updated/removed and systems reconfigured to prevent any further denials from occurring. Once the system has been correctly configured, the impacted claims will be pulled and reprocessed for correct payment.

Thank you for your patience and continued partnership.

Sincerely,

Meridian