

Issues with Claims Showing Up in claimsLink

We recently identified a system issue where your submitted claims are either showing up as pending for an extended period of time, or the claims are not showing up in the claimsLink tool until they have a finalized status. We are working on correcting this issue.

As a result of these issues, some providers are resubmitting their claims again. The resubmitted claim is being denied as a duplicate claim.

Until this issue is resolved, please call Provider Services or your Provider Advocate before resubmitting the claim to verify whether or not your claim is in the system for processing.

We're Here to Help

If you have questions, please contact your Provider Advocate or call Provider Services at **888-887-9003** from 8 a.m. to 6 p.m. Central Time, Monday through Friday.

For LTSS providers, please contact your Provider Advocate or call Provider Relations at **888-787-4107** from 8 a.m. to 6 p.m. Central Time, Monday through Friday.