

Incorrect Payment of Voided Claims

We recently learned we incorrectly processed claims for some care providers who had attempted to void the claims by submitting a corrected claim using Resubmission Code 8 on a CMS-1500 form or a Frequency Code 8 on a UB-04 form. We're now working to update our processing of these claims and apologize for any inconvenience this error may have caused.

We'll Let You Know if You Need to Take Action

We're currently reviewing the incorrect payments we made for these claims. If you received an incorrect payment from us, we'll send you a detailed letter with information about how to return the incorrect payment amount. Repayment will be due within 45 days from the date you receive the explanatory letter.

We're Here to Help

If you have questions, please contact your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m. – 6 p.m., Monday – Friday. Thank you.