Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated Jan. 19, 2024

The UnitedHealthcare Community Plan of North Carolina is making this information available to health care professionals to help you better understand when we identify system issues and make adjustments or corrections to fix those issues.

If you have any questions about these issues, please contact the Provider Call Center at **800-638-3302**.

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
Various	TBD	Provider	The North Carolina Department of Health and Human Services (DHHS) identified that the language and NPIs in our electronic and printed provider directories don't match what's displayed in the Enrollment Broker and NC Tracks.	Oct. 5, 2023	107	TBD	Open	UnitedHealthcare is working through the Provider Directory issues, using 2 simultaneous phases to bring them into alignment. A meeting is scheduled for Nov. 30, 2023, for an update.	No	TBD	COM0046462, COM0046159, COM0046905

United Healthcare Community Plan

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
Pharmacy	103	Claims	**Encounters with revenue code 025x or 063x with NDC and date of service prior to May 1, 2022** In adherence with federally required rebate guidelines, North Carolina Medicaid requires the submission of an HCPC code with an NDC on all drug claims lines with revenue codes 0250–0259 and 0631–0637 submitted on outpatient hospital institutional claims. Standard Plans requested the department to accept paid encounters for dates of service prior to May 1, 2022, for revenue codes 025x and 063x that do not include an HCPC and/or NDC code.	Oct. 13, 2023	35	Nov. 16, 2023	Closed	UnitedHealthcare identified claims for dates of service prior to May 1, 2022, with revenue code 025x and 063x that don't include an HCPC and/or NDC code. We complied with NC Medicaid claims submission requirements of an HCPC code with an NDC on all drug claims lines with revenue codes 0250–0259 and 0631–0637 submitted on outpatient hospital institutional claims. We've completed the project and adjusted all claims fitting the scenario.	No	Nov. 16, 2023	Standard Plan leadership email on Oct. 13, 2023.
Hospital	19	Claims	**Diagnosis codes are not present on admission date** Inpatient claims errored out when the diagnosis codes were not effective on the date of admission.	Sept. 5, 2023	74	Nov. 17, 2023	Closed	We reprocessed the claims.	No	Nov. 17, 2023	State directive

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
DME	3	Claims	**HCPC code E0202** HCPC code E0202 is allowing 1 unit per member versus 1 unit per day.	Jan. 5, 2024	14	TBD	Open	UnitedHealthcare previously implemented a permanent fix for E0202 as a result of a known issue. Because of new state complaint, we were notified that some providers have received recoupments in error. We're researching the issue.	Yes	TBD	COM0059166