

IHCP *banner page*

INDIANA HEALTH COVERAGE PROGRAMS

BR202223

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IHCP to mass reprocess outpatient crossover claims that denied incorrectly

The Indiana Health Coverage Programs (IHCP) identified an issue with outpatient crossover claims denying for explanation of benefits (EOB) code 0558 – *Coinsurance and deductible amount is missing indicating that this is not a crossover claim*, as noted in *IHCP Banner Page [BR202220](#)*.

An electronic claim-mapping change caused outpatient crossover claims to deny incorrectly when submitted without coinsurance, deductible or copayment amounts in the claim header. The issue affects electronic outpatient crossover claims submitted on or after Nov. 9, 2021.

A mapping change is in process. However, the IHCP has identified a workaround solution to reprocess the denied claims until the mapping change is completed. Claims will be mass reprocessed, starting with the oldest dates of service and will continue until all incorrectly denied claims are completed and the mapping change is finished. Providers should start seeing reprocessed claims on Remittance Advices (RAs) beginning immediately, with internal control numbers (ICNs)/ Claim IDs that begin with 80 (reprocessed denied claims).

Outpatient crossover claims submitted with no coinsurance, deductible or copayment amounts at the detail level will continue to deny for EOB 0558.



IHCP will accept current Consent for Sterilization forms until CMS notifies of updated forms

The Indiana Health Coverage Programs (IHCP) is aware that the *Consent for Sterilization* form (HHS-687 in English and HHS-687-1 in Spanish) lists an expiration date of April 30, 2022, as noted in *IHCP Banner Page [BR202217](#)*.

The Centers for Medicare & Medicaid Services (CMS) is working on the form update. The IHCP will continue to accept the current forms for 30 days after the CMS advises in writing that the current forms have been updated.

Providers can find the English and Spanish versions of the form in the *Claim-Related Forms (Nonpharmacy)* section of the [Forms](#) page at in.gov/medicaid/providers.

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