



October 17, 2019

EMERGENCY SERVICES DENYING IN ERROR

IlliniCare Health has identified that the ED leveling Policy (<https://www.illinicare.com/content/dam/centene/policies/payment-policies/CC.PP.053.pdf>) has been applied to our ER facility claims. As a result, claims have erroneously denied EXKK (NO APL CODE FOR DOS OR MISSING REV-PROC APL COMBO FOR ER OBS PSYCH).

The system update to correct the issue will be completed on October 31, 2019. In the interim, claims will be adjusted; therefore, providers will not be required to resubmit claims.

As always, we thank you for providing excellent care to our members. If you have any questions, please call (866)-329-4701 or contact your respective Provider Relations Specialist.