

## Claims denying as invalid diagnosis code or no authorization in error

We've been unable to load recent ICD-10 codes into our claims system as of Oct. 1, 2024. As a result, Medicare Plus Blue claims may deny stating that an active ICD-10 code is invalid. In addition, we're not able to load authorizations with the new ICD-10 codes, so claims may deny for no authorization.

Until we can successfully load the ICD-10 codes in the system, we're trying to find a work-around that we can implement in the interim.

Please hold all claims that denied as invalid diagnosis code or no authorization until Nov. 11, 2024. We'll adjust the claims that denied in error. We'll notify providers when the issue is resolved.

We apologize for the inconvenience.

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