

## Claims for Medicare Advantage PPO individual members on NASCO system denying as no authorization on file

Claims for Medicare Plus Blue individual plan members who migrated to the NASCO system as of Jan. 1, 2025, are denying as “no authorization on file,” despite having prior authorizations that originated in IKA. The root cause is that the members’ information was missing from the crosswalk tables, leading to these denials.

We’re expecting affected authorizations to be crosswalked to NASCO this week. Claims will be adjusted, and no action is required of health care providers.

We sincerely apologize for any frustration or delays this may have caused. We’re committed to resolving this issue quickly and are grateful for your patience and support.

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