

## **Medicare Plus Blue claims denied in error for missing prior authorization**

We recently discovered that some Medicare Plus Blue<sup>SM</sup> PPO claims were denying incorrectly due to the absence of prior authorization on record. Providers may have been informed that the rejection on the claim resulted from the authorization diagnosis code not matching the claim diagnosis code. That information isn't accurate; the issue resulted from an error with the download of authorizations into the claims system for use in adjudication.

This affected claims for Medicare Plus Blue<sup>SM</sup> PPO individual members and for members of the following Medicare Plus Blue groups:

- County of Midland
- City of Dearborn Heights
- City of Grosse Pointe
- City of Marysville
- City of Southfield
- City of Taylor

We're correcting the problem and reprocessing all affected claims. Resolution should occur within the next 60 days.

We sincerely apologize for the inconvenience caused by recent prior authorization issues. We recognize the importance of timely, accurate authorizations and are committed to resolving this promptly and preventing future occurrences.

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