

Molina Healthcare of Iowa System Configuration Log – Week of September 18, 2023



Known System Issue	Brief Description	Date Issues Identified	Status	Provider's Types Impacted	Number of Providers Affected	Expected Completion Date	Expected Claims Reprocessing Date	Overall Status
BH Modifiers missing from Fee schedules	Some BH modifiers were not loaded to all applicable fee schedules.	8/11/2023	Updated fee schedules on 8/23/2023. New claims are processing correctly and impacted claims have been reprocessed.	BH Providers	1891	Complete	9/18/223	Closed
COB Nursing Facilities	Claims were denying for nursing facilities when member has primary insurance	8/17/2023	Claims have been manually corrected and will continue to be processed manually to override the edit until automation is completed.	Nursing Facilities	N/A	11/30/2023	N/A	Open
Client Participation	Client participation was processed incorrectly on some claims causing overpayments.	8/10/2023	New claims are processing correctly and impacted claims are being pulled and reprocessed.	Nursing Facilities	TBD	Complete	9/30/2023	Claims Reprocessing
Correct Claim Timely Filing Denial	Timely Filing edits are causing incorrect denials.	8/22/2023	New claims are processing correctly and impacted claims are ready to be reprocessed.	All	174	Complete	9/30/2023	Claims Reprocessing
Home delivered meals - Date Span	Incorrect calculation of units causing denials.	8/10/2023	New claims are processing correctly and impacted claims are being reprocessed.	Meal Providers	292	Complete	9/30/2023	Claims Reprocessing
PPS - Outpatient CCR are outdated.	State released updated rates in July and Optum to process the updates.	8/25/2023	Awaiting timeline from Optum.	PPS - Outpatient CCR are outdated.	TBD	11/15/2023	12/10/2203	Open
Encounter rate denials when billing for non-encounter services	Encounter rate denials due to providers tied to professional contracts rather than an RHC/FQHC contract.	8/18/2023	Molina has completed the contract affiliation updates and impacted claims are being reprocessed.	Encounter rate denials when billing for non-encounter services	516	Complete	9/30/2023	Open
Podiatry Claims - restricted Dx List	Podiatry diagnosis restriction did not contain all applicable routine diagnosis codes.	8/15/2023	Molina has completed the contract affiliation updates and impacted claims have been reprocessed.	Podiatry Claims - restricted Dx List	All	Complete	10/1/2023	Closed