

interChange Provider Important Message

Attention: Outpatient Hospitals (updated 8/18/2016)

Hewlett Packard Enterprise has been notified of a Prior Authorization (PA) issue with hospital outpatient behavioral health services that require PA. These outpatient behavioral health services with dates of service July 1, 2016 and forward were previously suspending with Explanation of Benefit (EOB) code 3003 "Prior Authorization is Required for Payment of this Service" will be re-processed and if there is a PA on file, the claim will process using the PA on file. If the PA has not been loaded by Beacon Options then these claims will be released and forced to pay in the August 19, 2016 claim cycle. These Behavioral Health Claims will appear on the August 23, 2016 Remittance Advice (RA). Once all the behavioral PAs are correctly loaded into the system, the behavioral health outpatient claims will be re-processed in a future cycle

Please note, there is a small subset of behavioral health outpatient claims with dates of service in June or in June and spanning into July will continue to suspend with EOB code 3003 "Prior Authorization is Required for Payment of this Service" until the PA issue is corrected.

Non-behavioral health services that were suspending with EOB code 3003 will be released and denied with EOB code 3003, if there is no PA on file from CHN.

All behavioral health PAs will be loaded into the system this week and starting on Monday August 22, 2016 claims will no longer suspend for EOB code 3003.

Hewlett Packard Enterprise will update this important message once the claims are scheduled to be re-processed.