

# interChange Provider Important Message

## Attention: Inpatient Hospitals

### Inpatient Behavioral Health Claims **(Updated 10/17/17)**

DXC Technology previously identified an issue with inpatient behavioral health claims incorrectly reimbursing the entire claim when there were not enough Prior Authorization (PA) units to cover the entire inpatient stay. The impacted claims were identified and reprocessed and appeared on the September 12, 2017 Remittance Advice (RA) with an Internal Control Number (ICN) beginning with region code 52. The inpatient claims were adjusted to pay the correct number of days per the Prior Authorization (PA) on file.

If the hospital received 2 PAs from Beacon Health Options for the one inpatient admission, the claim was reprocessed only using 1 PA on file or the 2 PAs from Beacon Health Options overlaps their inpatient stay and the claim did not process using all available units from both PAs causing the claim to cut-back the reimbursement.

**Please hold off on any claim adjustments until further review and we will update the hospitals once a new resolution is reached.**