

# Provider

# Alert

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## **Subject: Processing Error Affects 2010 Home Health Claims**

From: Passport Advantage

Sent: April 29, 2010

To: Passport Advantage Home Health Providers

### **Provider Types Affected:**

Passport Advantage Home Health Providers

### **Background:**

Due to a recent processing error, some **home health claims for 2010 dates of service were denied inappropriately** with the message "No Episode Timing or Severity Points."

**Affected claims will automatically be reprocessed.** We apologize for any inconvenience and thank you for your patience as we work to promptly reprocess your claims.

### **Provider Action Needed:**

None. You **do not** need to resubmit home health claims for services provided in 2010 and initially denied with the message "No Episode Timing or Severity Points."

### **Questions?**

For questions about this communication, please contact your Provider Relations representative, Lucy Howard, at (502) 585-8348.

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