



Oct. 23, 2026

Indiana EVV Claims Processing Notification

On Sept. 23, 2026, UnitedHealthcare Community Plan of Indiana identified a claims processing issue affecting a subset of Indiana EVV claims.

Under certain circumstances, impacted claims received an incorrect denial outcome rather than being repriced and paid based on approved EVV units. Upon identification of the issue, UnitedHealthcare immediately initiated an investigation, validated the root cause and implemented corrective actions.

The processing issue has been corrected and is no longer occurring. UnitedHealthcare has identified impacted claims and submitted a high-priority reprocessing initiative to ensure affected claims are reviewed, corrected and reprocessed as appropriate. Approximately 800 claims with dates of process between July 13, 2026, and Oct. 4, 2026, have been identified for review and remediation.

Providers are not required to take any action at this time. Impacted claims will be addressed through the remediation effort, and UnitedHealthcare will communicate any additional provider-specific actions if necessary.

Questions? We're here to help.

For questions regarding claim status or payment, contact your Provider Engagement Representative or Provider Services at 877-610-9785, Monday–Friday, 8 a.m. to 8 p.m. ET.