

Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated June 26, 2024

The UnitedHealthcare Community Plan of North Carolina is making this information available to health care professionals to help you better understand when we identify system issues and make adjustments or corrections to fix those issues.

If you have any questions about these issues, please contact the Provider Call Center at **800-638-3302**.

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
DME	45	Claims	Durable medical equipment The state's Encounter Processing System (EPS) was rejecting encounters submitted by Prepaid Health Plans (PHP). This caused claims for durable medical equipment (DME) to be denied.	Oct. 16, 2023	254	July 1, 2024	Open	Claims reprocessing is not complete. Escalation for reprocessing has been requested to move this ticket to closure.	No	TBD	COM00042442
DME	71	Other	Non-covered code list The state of North Carolina notified us through a command center ticket that health plans are required	Feb. 13, 2024	111	June 3, 2024	Closed	We posted the updated policy.	No	June 3, 2024	COM00052407

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			to comply with the Medical Assistance federal regulations for Medicaid durable medical equipment (DME)/point of sale (POS) programs, per section 42 CFR 440.70. The section also applies to managed care, except for paragraphs (f) and (g) regarding conditions of payment.								