

Payment Posting to Incorrect Line on Claims

On January 15, 2025, payments for encounter rate claims were applied incorrectly causing over/underpayments. The affected claims had dates of service from 12/14/2024 through 1/10/2025 and reimbursement was applied to the detail line erroneously.

This issue was resolved on 1/11/2025. Claims after this date will pay correctly.

Acentra Health will reprocess the impacted claims for correct payment. Providers can also adjust claims for quicker resolution. Providers will see the adjustments to impacted claims on their subsequent Remittance Advice (RAs).

- A credit will show for the claim take back (the payment that was applied incorrectly).
- A correct payment, if appropriate, will be applied to the provider's account. These will be 2 different TCNs.
- If any of these errors resulted in an overpayment, the provider will have a credit balance which will be resolved by future claim payments being applied until the balance is \$0.00

For questions or concerns, please contact the Provider Services Call Center at 1-888-996-6223 7 am – 6 pm MST or by email at: wyprovideroutreach@acentra.com.

Deployment Information

Deployment Date: February 10, 2025

Audiences: End Stage Renal Disease (ESRD)

Federally Qualified Health Centers (FQHCs)

Indian Health Services (IHS)

Rural Health Centers (RHCs)