

12/10/2018

Dear Business Manager:

Please submit a copy of this letter with any inquiry or additional documentation.

Buckeye previously advised that during the course of our recent review, we identified a systemic error affecting claim payments. The identified error caused claims with a diagnosis of hypopituitarism to be incorrectly denied. The correction to the system has begun and we anticipate its completion within 30 days. Should the correction take longer than 30 days, an additional update will be provided.

If you have questions about this information, please call **1-866-296-8731** to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Sincerely,

Buckeye Health Plan
Payment Integrity Department