



January 15, 2019

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 error caused claims with a diagnosis code E23.0 (hypopituitarism) to be incorrectly denied for "Non-covered diagnosis", citing the diagnosis code as an "Infertility Diagnosis".

We are writing to confirm that the systemic error identified has now been corrected. The impacted claims will be submitted for reprocessing no later than 01/20/2019 and will be processed within 30 days.

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

Sincerely,

Buckeye Health Plan
Payment Integrity Department