Provider Alert: **Provider Portal Claims Submission Functionality**

Date: April 5, 2021

The following areas are impacted and being worked now, and the solutions are projected to be delivered on April 8, 2021.

1. Recurring Claims feature: Multiple provider records display is impacted due to location identification, which affects LTSS providers.
2. There is a 35-character limit for corrected claims submissions. If a provider's group name exceeds the character limit, an error message is created and the provider is unable to submit the corrected claim through the provider portal.
   Providers can submit corrected claims via paper if need be for this error.
3. Value code missing: Value codes are not being carried through on claims causing denial for missing value codes.

The following two notices will be worked on in the very near future, and the resolution is expected by April 22, 2021.

1. The Void/Recoupment function on the provider portal currently produces an error message and providers are unable to complete the action.
2. Atypical providers are not able to submit claims, which requires them to enter a NPI number.

The final updates that have recently been reported and are being investigated are:

1. On corrected and voided claims, providers are receiving an error message stating, "*We are unable to complete your request at this time, please try again later.*" This intermittently affects all providers.
2. On corrected claims, billing and provider portal information are unable to be corrected by the provider. Claims may need to be held for a period of time until the portal functionality is restored.

We hope to have the portal functionality restored later this month. Please consult your Provider Relations Specialist with any concerns or questions.