

March 2, 2020

Invalid EXqz Denials

IlliniCare Health has identified an issue where claims are incorrectly denying EXqz: Diagnosis Code Must Be Billed as Primary for Outpatient Services. The logic causing these invalid denials is being corrected in our system. Providers do not need to resubmit their claim or submit claim reconsiderations or disputes for these denials. All erroneously denied claims will be identified and will be reprocessed once the correction is in place.

As always, we thank you for providing excellent care to our members. If you have questions, please call (866) 329-4701 or contact your respective Provider Relations Specialist.