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March 20, 2019

Outpatient Emergency/Observation Claims Denying in Error

Illinicare has determined outpatient claims for emergency room and observation services are denying EXkK (NO APL CODE FOR DOS OR MISSING REV-PROC APL COMBO FOR ER OBS PSYCH) in error. This issue has been reported to our vendor, Optum. Providers will not need to resubmit their claims and a global project will be submitted and processed for claims affected once the fix has been entered into production.

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.