

UHC Dental recently discovered an issue that was preventing Billing NPI data from the KY state file to be updated in our claims systems from 10/10/2023 to 4/22/2024. This unfortunately caused multiple dental claims submitted between 10/10/2023 to 4/22/2024 to be denied with the following denial reasons:

- Billing NPI not registered with State Medicaid
- Billing NPI not registered with State Medicaid on DOS.

The issue has been resolved as of 4/22/2024. All claims that were impacted have been sent for reprocessing and will be reprocessed by 5/6/2024. Remit(s) will reflect the reprocessed dental claims and payments accordingly.