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## *Claims Reprocessing Notice*

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### **Reprocessing of Claims Due to Underpayment**

This reprocessing notice applies to professional claims that were processed and paid in NCTracks from April 2, 2017 through July 19, 2018. NCTracks records show you have affected claims.

**Issue:** Claim lines reprocessed for Affordable Care Act Enhanced Rate (ACA) adjusted payment denied incorrectly with EOB 49270.

**Action:** Claims that were incorrectly denied will be reprocessed. The original claim will be voided and the affected claims will be systematically reprocessed as adjustments. No provider action is required.

**Timing:** Applicable claims will be reprocessed in the **March 8, 2022 checkwrite**.

**Remittance Advice:** Reprocessed claims will be displayed in a separate section of the paper Remittance Advice (RA) with the unique Explanation of Benefits (EOB) code:

- EOB 10092 - Claim Reprocessed to Reimburse Payment for Claim Lines Denied Incorrectly with NCCI Edit.

The 835 electronic transactions will include the reprocessed claims along with other claims submitted for the checkwrite. (There is no separate 835.)

**Important Reprocessing Information:** Reprocessing does not guarantee payment for the claims. Claims that were erroneously paid will be recouped. Also, while some edits may be bypassed as part of the claim reprocessing, changes made to the system since the claims were previously adjudicated may apply to the

reprocessed claims. Therefore, the reprocessed claims or claim lines could deny or pay differently.

If there are not sufficient funds from claims paid in the checkwrite of reprocessing to satisfy the recoupment of an overpayment, an Accounts Receivable (AR) will be created. Recoupment of the AR will begin with the subsequent NCTracks checkwrite and the recoupment process will continue each checkwrite until the full amount due is recouped.

If funds are insufficient to collect the full amount due from the NPI for which the AR was generated, NCTracks will automatically seek to recoup the AR from other NPIs with the same Internal Revenue Service Taxpayer Identification Number. For more information about the AR process, see the announcement on [February 29, 2016](#).

**Questions:** Contact the NCTracks Call Center at 1-800-688-6696 during the hours of 8 a.m. to 5 p.m., Monday through Friday, except stated holidays.

The NCTracks Team

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