



Claims Processing Issue

Date Range Impacted: June 13 – June 19, 2025

Lines of Business: C&S, DSNP, IFP

We are notifying you of a system issue that affected claims processing between June 13 and June 19. A technical error in our claims load process resulted in some claims being processed without complete attribute data. This may have led to incorrect payments or denials.

What You Need to Know:

- The issue has been resolved as of June 19.
- Claims processed after this date are functioning correctly.
- We are actively reviewing and reprocessing impacted claims to ensure accuracy.
- You may notice adjustments or updates to previously submitted claims.

We appreciate your patience as we work to correct this issue. If you have questions or concerns, contact United Healthcare Community Plan at 1-866-675-1607.