

Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated April 4, 2025

The UnitedHealthcare Community Plan of North Carolina is making this information available to health care professionals to help you better understand when we identify system issues and make adjustments or corrections to fix those issues.

If you have any questions about these issues, please contact the Provider Call Center at **800-638-3302**.

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
Other	530	Claims	<p>Vaccine reimbursement claims denied for CPT® codes 90471, 90472, 90473, 90474</p> <p>We're researching our reimbursement policy for administration fees for North Carolina Medicaid pediatric and adult members.</p>	Dec. 6, 2024	35	Jan. 10, 2025	Closed	We've paid all claims to providers. We've also updated our configuration to align with North Carolina Medicaid clinical coverage policies and help prevent future claim denials.	No	Dec. 22, 2024 Jan. 10, 2025 Jan. 1, 2025	COM0072419 COM0076588 COM0076165 COM0076570 COM0075582 COM0076358 COM0074495 COM0075431 COM0074569 COM0074532
Pharmacy	TBD	Other	<p>Pharmacy copays mapped in error</p> <p>The North Carolina Medicaid expansion program mapped children under age 21 to a copay plan in error.</p>	Jan. 13, 2025	42	Jan. 24, 2025	Closed	Optum has reimbursed the affected members.	No	Feb. 24, 2025	COM0078190

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