



Dear Home and Community Based (HCBS) Provider,

Some professional claims for HCBS services submitted between December 19, 2024 and December 31, 2024 were denied due to the member not having the correct benefit plan or eligibility at the time of the claim submission. Updates have been made to the impacted member's eligibility status and benefit plans.

Affected denied claims were reprocessed on December 31, 2024.

Contact the [Provider Services Call Center](#) with questions regarding claim denials.

Thank you,

Department of Health Care Policy & Financing