

Special Bulletin

For professional and facility providers

May 2, 2024

Inadvertent Claim Denials for Physical Medicine Services Being Addressed

Pre-payment edits were inadvertently placed on several therapy codes for **Medical Policy (MP) V-23 Temporomandibular Joint (TMJ) Dysfunction**, which triggered incorrect claim denials for some physical medicine services.

Highmark is aware of this error and is in the process of correcting these inadvertent denials. The incorrect pre-payment edits were removed from MP V-23 on April 29, 2024, when the updated policy was published.

Affected Medical Policies

The incorrect claim denials — which occurred between April 15, 2024, and April 29, 2024 — affected services covered by the following medical policies:

- Y-1 Physical Medicine
- Y-2 Occupational Therapy (OT)
- Y-9 Manipulation Services

No action is needed on your part. Please do not resubmit your claim or submit a Claim Investigation in [Availity](#)[®] for an affected claim. We are working as quickly as possible to reprocess the affected claims and submitting an inquiry may only delay that process. We expect to have the issue resolved by the end of this month.

We apologize for the inconvenience and appreciate your patience as we work diligently to resolve this issue.

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