



PROVIDER NOTIFICATION

Over the course of 2024, Gainwell and HMS undertook several projects to consolidate duplicative or transitioned Carrier Codes (Other Payer identifiers). As a part of the consolidation, LDH was informed that many claims were being denied. Billing providers checking eligibility verification at the time the service was rendered may have identified the “old” carrier code as the code to use, without realizing the carrier code had changed. As a result, many billing providers reporting third party payments using the “old” carrier code have been experiencing claim denials. This is due to the carrier code on the claim not matching the carrier code on file. LDH has been working closely with Gainwell and HMS to correct the system issues.

The current consolidations applied to:

- H99090 - Humana Choice → Humana Medicare Advantage (H19510)
- H19610 - Peoples Health → UHC (H39210)
- 356100 - Peoples Health → UHC (185100)
- UHC (H39210) → Peoples Health, A UHC Company (H50260)
- UHC (185100) → Peoples Health, A UHC Company (438600)

Please begin using the updated Carrier Code at your earliest convenience. Claims that have been previously denied with Edit 032, 291, 296, or 590 will be recycled along with the current pending claims for 296.

NOTE: [IB 24-36](#) was issued on October 14, 2024. Please refer to the link for an in-depth explanation of the Carrier Code update.