



P.O. Box 30449
Salt Lake City, UT 84130-0449

[Date]

[Physician Name]
[Address 1]
[Address 2]
[City], [State] [ZIP Code]

Re: Resolved EDI Claim Rejection Issue for Dec. 10-13, 2012

Dear [Physician Name]:

UnitedHealthcare has resolved an issue that caused claims submitted to Electronic Data Interchange (EDI) Payer ID 95958 to reject incorrectly from Dec. 10 through Dec. 13, 2012 for codes A3:90 and A3:33.

The following are the rejection codes and descriptions received in the 277acknowledgement files:

- STC*A3*90

A3: Claim/encounter cannot be processed according to plan provisions.
90: Entity not eligible for medical benefits for submitted dates of service.

- STC*A3*33

A3: Claim/encounter cannot be processed according to plan provisions.
33: Subscriber & subscriber ID not found.

The 270/271, 276/277 and 278 EDI transactions for UnitedHealthcare were impacted by this issue and the 271, 276 and 278 responses may have returned a higher number of “subscriber” and “subscriber ID not found” rejection messages.

UnitedHealthcare has **resolved** the issue as of Dec. 14, 2012. To mitigate impacts and ensure we have the correct information on file, UnitedHealthcare can **reprocess the encounters** for EDI Payer ID 95958 that were rejected during that period once they are resubmitted.

SUBMITTER ACTION / HOW TO RESUBMIT:

Please **RESUBMIT** the **Payable Claims** that were rejected for the above error messages from Dec. 10 through Dec. 13, 2012 for processing.

We apologize for any inconvenience this error may have caused. If you have any questions, please contact our EDI Support Team at 800-842-1109 or use the EDI Issue Reporting Form located on UnitedHealthcareOnline.com. Thank you.

Sincerely,

/s/

[Name]
[Insert Title]