Incorrect claims payments alert

**Summary:** Amerigroup has been made aware that some claims with a remittance date of January 16, 2020, or later have been erroneously paid at $0.00.

As of January 27, 2020, Amerigroup systems have been corrected. Claims processed on or after this date should be paying correctly.

**How do I know if my claim was affected?**
If your claim was erroneously paid or denied, it may have included the following remittance explanation code:

<table>
<thead>
<tr>
<th>Exp. code</th>
<th>Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>PXN</td>
<td>NetworX Std Fee Sched</td>
</tr>
<tr>
<td>G22</td>
<td>Paid at contracted rate</td>
</tr>
</tbody>
</table>

**What do I need to do?**
If you experienced an incorrect claims payment or denial on or after January 16, 2020 due to this issue, the claim will be recycled with no action needed from the provider.

**What if I need assistance?**
If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services:
- Medicaid: 1-800-454-3730
- Medicare: 1-866-805-4589
- Medicare-Medicaid Plan: 1-855-878-1785