

### **Claims Routing Issue for Children's Rehabilitative Services**

We've identified an issue with medical and behavioral health claims for Children's Rehabilitative Services (CRS) being processed under the member's Acute or Developmentally Disabled program benefits. The issue has been fixed as of Aug. 7. However, we may not be able to identify all the impacted claims.

#### **What This Means For You**

If you have a CRS medical or behavioral health claim for dates of service between Dec. 1, 2016 and Aug. 6, 2017 that was processed under another program, please do one of the following:

- Submit the claim for reconsideration through the claimsLink app on Link. Ask that it be processed under the program that matches the member ID on the original claim submission. To access claimsLink, sign in to Link by clicking on the Link button in the top right corner of [UHCprovider.com](http://UHCprovider.com).
- Call the Provider Service Center at **800-445-1638**.
- Call your Provider Advocate.

**Please remember to always submit a CRS claim with the CRS Member ID that begins with a '2' and is shown on the members ID card to ensure it is processed under the appropriate program.**

You must follow the timely filing guidelines in your [provider manual](#).

#### **We're Here to Help**

If you have questions, send an email with a description of the issue and your tax identification number to [Arizona PR Team@uhc.com](mailto:Arizona_PR_Team@uhc.com). Thank you.