



Notice of Claims Processing Review – Home Health (HH) and PCS Providers

June 5, 2026

Dear Valued Provider,

We are writing to inform you of an issue impacting certain claim denials, including denials for “service not covered for provider” and “duplicate claim,” affecting a subset of Home Health (HH) and Personal Care Services (PCS) providers.

Our preliminary review indicates that some providers may have been assigned incorrect specialty designations. Additionally, while duplicate claim denials are often appropriate, we have identified that some claims may have been incorrectly processed as duplicates.

We are actively investigating the root cause, assessing the total impact, and implementing system corrections to address these issues.

Please be advised that impacted claims are currently under review, and we will reprocess claims, as appropriate once corrections are completed. No action is required from providers at this time; however, we encourage you to continue submitting claims in accordance with standard billing guidelines. We will provide additional updates, including any necessary provider education or corrective actions, as more information becomes available.

We appreciate your patience and partnership as we work to resolve this matter promptly and ensure accurate claims processing. If you have urgent concerns, please contact Provider Services.

Sincerely,

Provider Relations
SilverSummit Healthplan