



Notification of Configuration Impact – Psychotherapy Services

June 5, 2026

Dear Provider,

SilverSummit HealthPlan would like to inform you of a system configuration issue that has impacted the processing of certain behavioral health services.

The following psychotherapy procedure codes were affected:

90832, 90833, 90834, 90836, 90837, 90838, 90845, 90847, 90853, H0004, 90846, 90849, 90875, and 90876

Due to an internal configuration error, incorrect limits were applied to these codes in situations where prior authorization was not required. As a result, some claims may have processed inaccurately.

We are actively working to correct this issue by aligning our system configuration with the applicable billing guides and Medicaid Services Manual (MSM) requirements.

What to expect:

- Configuration updates are targeted for deployment within the next 1–2 weeks.
- Once the correction is complete, impacted claims will be systematically reviewed and reprocessed, as appropriate.
- No provider action is required at this time.

We appreciate your patience as we work to ensure claims are processed accurately and in accordance with established billing guidelines.

If you have any questions, please call Provider Services at 1.844.366.2880 or contact your Provider Engagement Representative.

Thank you,

SilverSummit Healthplan