

Known system issues tracker

UnitedHealthcare Community Plan of North Carolina

Updated June 11, 2026

The UnitedHealthcare Community Plan of North Carolina is making this information available to health care professionals to help you better understand when we identify system issues and make adjustments or corrections to fix those issues.

If you have any questions about these issues, please contact the Provider Call Center at **800-638-3302**.

Health care services type	Number of impacted providers	Category	Issue	Date issue found	Days outstanding	Estimated fix date	Status	Resolution	Interest or penalties owed	Date resolved	Tech Ops incident problem number
Various	34	Claims	T1015 bundled clinic claims We were denying some T1015 claims after a single encounter was billed per day. According to the state's Core Services Clinical Coverage Policy, T1015 submitted with the following modifier indicators should be allowed for a limit of 3 encounters per date of service: <ul style="list-style-type: none">• Initial visit: No modifier• sick visit: SC• Behavioral health: HI	March 4, 2026	99	TBD	Open	We've updated the system to process claims correctly based on the Core Services Clinical Coverage Policy. We're working to identify all impacted claims that will need to be reprocessed.	No		