

Claim Denials

The following charts describe the processing checks performed on a claim:

Claim Denial Reasons

| Claim Summary Information | |
|----------------------------------|---|
| Denial Reason 1 | Does the claim data include an authorization number? Can the specified authorization be located in the database? Is the authorization data complete and consistent? |
| Denial Reason 6 | Was the authorization discontinued? |
| Denial Reason 7 | Does the claim data include a valid Provider Account? |
| Denial Reason 19 | Is the claim's Provider Account number consistent with the account number of the authorization? Is the Provider Account data complete and consistent? |

Claim Line Denial Reasons

| Claim Line Item Information | |
|------------------------------------|---|
| Denial Reason 3 | Is the claim a duplicate? (Previously, this meant that a claim for the same date of service was already paid for the same authorization. This definition has been expanded to include claims paid to the same provider for any authorization. This modification is detailed below.) |
| Denial Reason 4 | Is the claimed date of service within the authorization date range? |
| Denial Reason 5 | Is the child eligible to receive the service? |
| Denial Reason 6 | Was the authorization cancelled prior to the date of service? |
| Denial Reason 9 | Was the filing limit (time allowed to submit the claim) exceeded? |
| Denial Reason 11 | Does the claimed procedure code match the authorized procedure code? |
| Denial Reason 12 | Have all authorized units been paid on previous claims or previous line items of this claim? (If some, but not all units have been paid previously, the remaining units are paid even if this results in a partial payment for the line item.) If the claim is for Assistive Technology or Other services, has the authorized dollar amount been paid previously? |
| Denial Reason 13 | Does the Provider have the specialty required to perform the service? Is the specialty active on the date of service? |
| Denial Reason 15 | Is the number of available units greater than 0? |
| Denial Reason 17 | Is the amount billed greater than \$0? |
| Denial Reason 18 | Is the Provider Account active and open? |
| Denial Reason 33 | Was the authorized number of units per occurrence exceeded? (This new edit is detailed below.) |
| Denial Reason 35 | Was the authorized number of units per week exceeded? (This new edit is detailed below.) |
| Denial Reason 36 | Was the authorized number of units per month exceeded? (This new edit is detailed below.) |
| Disallow Amount | Do charges exceed the maximum amount allowed for the procedure? |