1.14 Denied Claims

The most useful tool in troubleshooting denied claims is the Remittance Advice (RA) section. The last page of the RA contains a legend that provides a descriptive list of edit codes necessary for interpreting denied claims. Be reminded that edit codes may change as needed. For a complete listing of the current denial edits, visit the DOM website http://www.medicaid.ms.gov at the Providers link and select News for Providers link. To aid in reducing the number of denied claims, providers should always:

- Verify beneficiary eligibility and service limits.

- Use correct Medicaid ID number (not a social security number or Medicare HIC number) that corresponds with the beneficiary name as listed in the Medicaid system.

- Bill with accurate coding (i.e. ICD-9, CPT, diagnosis, revenue, modifiers, units, status, etc.).

- File claims within appropriate time limits.

If a problem with a prior authorization (PA) or treatment authorization number (TAN) has caused your claim to deny, please follow these steps:

- Verify that the PA or TAN covers the dates of service billed and covers the procedure code(s) billed.

- If the PA or TAN covers the dates and procedures billed, verify with the fiscal agent that the PA or TAN has been added to the master Medicaid file. If the PA or TAN is on file, then resubmit the claims.

- If the PA or TAN is not on file, then the fiscal agent will advise on the further action required.

There may be an occasion when the fiscal agent staff may refer the provider to the Utilization Management/Quality Improvement Organization (UM/QIO) or to the appropriate bureau at the Division of Medicaid for additional information. If this occurs, please follow the instructions provided.

Not complying with the above mentioned requirements could cause your claim to deny. If you have questions concerning an edit received on a denied claim, contact the fiscal agent's Provider and Beneficiary Services Call Center at 1-800-884-3222.

Special Note Please remember denied claims cannot be voided or adjusted.