

Quick Reference Guide: Understanding Claim Error 5000

Overview:

Rules for Claim Error 5000

Claim Error 5000 is specific to Professional, Professional Crossover or HCFA 1500 claim types.

When a provider bills a service and payment has been made for the same service (same procedure code, same modifier, same NDC) to the same rendering provider with the same or overlapping detail date of service (DOS), this audit will post with the explanation of benefits (EOB) 5000, which states this is a duplicate of another claim.

Note: This audit applies to fee-for-service (FFS) claims only.

Error 5000 – Duplicate of Another Claim

Common Causes:

- Same information as previously submitted and paid claim:
 - Same procedure code
 - Same modifier
 - Same NDC
 - Same Rendering Provider
 - Same or overlapping dates

Explanation of Benefits (EOB)

Error 5000 will have the following explanation:

EOB	Description
5000	This is a duplicate of another claim.

Claim Search via the Provider Portal

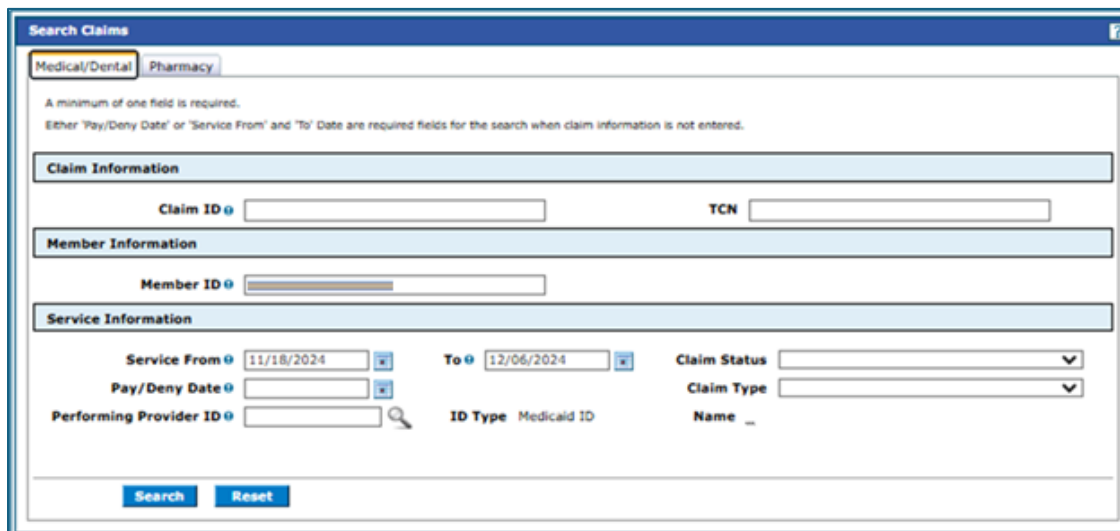
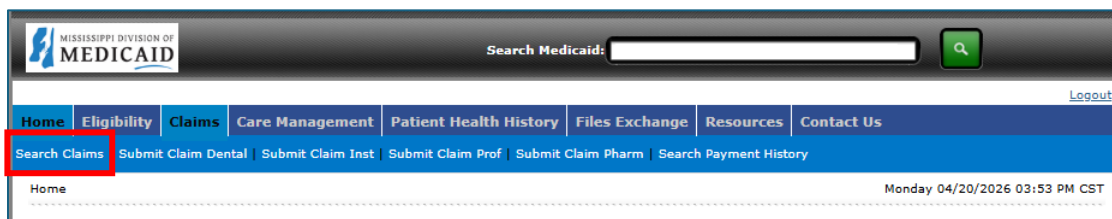
Visit the Provider Portal on the Mississippi Medicaid website to search for a previously submitted and paid claim.

- **Note:** Provider credentials are needed to log into the portal to use this functionality.

<https://portal.msxix.net/ms/provider/Home/tabid/135/Default.aspx>

On the Provider Portal Home Page:

1. Hover the mouse pointer over the Claims tab at the top of the page.
2. Click on Search Claims.



The Search Claims panel is displayed.

3. Enter either the **Claim ID** (ICN) or **TCN** or two of the following fields: **Member ID**, **Service From**, **To**, **Claim Status**, **Claim Type**, **Pay/Deny Date**, or **Performing Provider ID**.

The **Search Results** panel will display the claims that match the search criteria. Click the Claim ID hyperlink to view claim details.

<u>Search Results</u>										
To see service line information, or to view a remittance advice or request an appeal, click on the '+' next to the claims ID.										
Total Records: 7										
	<u>Claim ID</u>	<u>TCN</u>	<u>Claim Type</u>	<u>Claim Status</u>	<u>Service Date ▼</u>	<u>Member ID</u>	<u>Performing Provider ID</u>	<u>Medicaid Paid Amount</u>	<u>Pay/Deny Date</u>	<u>Member Responsibility</u>
+	20000000-0000		Professional	Finalized Payment	12/06/2024	602	XXXXXXXXXX	\$87.94	02/21/2025	
+	20000000-0000		Professional	Finalized Denied	12/02/2024 - 12/06/2024	602	XXXXXXXXXX	\$0.00	01/10/2025	
+	20000000-0000		Crossover Professional	Finalized Payment	11/27/2024	602	XXXXXXXXXX	\$10.32	02/14/2025	
+	20000000-0000		Professional	Finalized Denied	11/25/2024 - 11/27/2024	602	XXXXXXXXXX	\$0.00	01/10/2025	
+	20000000-0000		Professional	Finalized Payment	11/18/2024 - 12/06/2024	602	XXXXXXXXXX	\$1,133.44	01/17/2025	
+	20000000-0000		Professional	Finalized Denied	11/18/2024 - 11/22/2024	602	XXXXXXXXXX	\$0.00	01/03/2025	
+	20000000-0000		Professional	Finalized Denied	11/18/2024 - 12/06/2024	602	XXXXXXXXXX	\$0.00	01/24/2025	

Claims Status via the AVRS:

Automated Voice Response System (AVRS) 1-800-884-3222

The AVRS is a quick phone call using the automated voice response system to see what eligibility a member has.

- **Medicaid ID or NPI Number** is required to use the AVRS.

***Note:** If multiple locations are associated with the NPI number, a taxonomy code will be required.

Steps to hear Claim Status

1. Select 2 for Provider.
2. Enter the provider's NPI or Medicaid ID when prompted.
3. Say Claim Status.
4. Enter Claim ID (Hear status on up to 6 claims).
5. Faxback Option – enter Fax Number
 - a. You will receive a fax for the claim status for the claim IDs that were entered.

Job Aid Reference:

Professional Claim Portal Submission:

https://medicaid.ms.gov/wp-content/uploads/2023/07/06022023_MRP_Gainwell_Job_Aid_Professional_Claim_Submission_v1.1.pdf

MS Automated Voice Response System (AVRS):

<https://medicaid.ms.gov/wp-content/uploads/2022/10/PRP-100-Job-Aid-AVRS-Provider.pdf>

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	04/23/2026	Gainwell	Initial publication