



M E M B E R S H I P A L E R T

DATE: April 05, 2001

TO: CAA MEMBERS

FROM: David A. Nevins, President

RE: MEDICARE CLAIM DENIALS

Members who formerly billed Transamerica for Medicare claims have been receiving denials on claims with the denial code of B18, "claim service denied because this procedure code/modifier was invalid on the date of service or claim submission". This was a problem within the NHIC system and was corrected on 3-29-01. **NHIC is performing a mass adjustment tonight** on all claims with this denial received from 1-23-01 through 3-30-01 (procedure codes A0030 - A0436). Do not resubmit these claims for reconsideration if these claims were denied for this reason. No further claims should be denying in error since the 29th. Please let us know immediately if you continue to receive a B18 denial code for claims submitted after 3-29-01.

Providers are also receiving CO-16 (Claims/service lacks information which is needed for adjudication). On the claims that NHIC has checked, they appear to be denying because the pick-up point zip code is not appearing on the claim in the appropriate place. See the Blue bulletin NHIC released in December for the appropriate electronic field. They are correcting their system to deny these claims with message N53 that will say that the zip code was not there. We are still addressing this issue with NHIC as many of our members are reporting that they are transmitting the zip code in the appropriate field on the electronic claim and are still receiving a denial.

They are also seeing claims come in without a valid zip code. They spot checked a few of the pending claims and found that the zip codes had been deleted by the post office. Below are listed a few of the invalid codes they found. Providers should check with the post office for valid codes.