

# CHAPTER 12:

## Correcting Claim/Encounter Errors

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Providers have an opportunity to correct and resolve claim/encounter denials by following the guidelines in this chapter.

### 12.0 CLAIMS RESOLUTION SERVICES

Provider offices are encouraged to submit billings timely, as well, review and post remittance advices upon receipt.

**Steward Health Choice Arizona encourages providers to utilize our Provider Portal link,** available on our website, [www.stewardhealthchoiceaz.com](http://www.stewardhealthchoiceaz.com) under the “Provider” section. The Steward Health Choice Arizona provider portal is specifically designed to streamline provider access to information and resources, while also serving as a valuable tool for locating health plan and provider-specific information which includes but is not limited to the following:

- *Claim Status* - provides an on-line search whereby current information and status of provider’s claims within the Steward Health Choice Arizona claims system can be retrieved.
- *Member Eligibility Search* - is an on-line search utility for retrieving the eligibility information for members within the Steward Health Choice Arizona system.
- *Prior Authorization* – gives providers access to check PA Guidelines, information on submitting requests and PA status.
- *Explanation of Benefits (EOB)* – Steward Health Choice Arizona provides a link from within the Provider Portal to allow providers to download a printable copy of their EOB. For providers that do not have systems capable of automatically posting payments via the ERA but want the quick payment afforded by the EFT, a downloadable remit serves as an ideal complement. Each Friday, the EOBs for that week’s adjudicated claims are made available for download.

### 12.1 UNDERSTANDING COMMON DENIAL REASONS

This section presents a summary of common denial or disallowances, including, but not limited to, the error message, a brief description of the error, and a brief statement of the action required.

- **Prior Authorization**  
This denial relates to the validity of the authorization, from the status of the authorization to the procedure and units billed.

- **Diagnosis Code invalid or missing**

This denial relates to the validity of the diagnosis code entered on the claim form. The following further describe the denial related to the diagnosis code.

For diagnosis related denials; determine if the primary diagnosis is a valid ICD 10 diagnosis code and entered correctly on the claim form and was valid on the date of service (date of admit for UB claim form).

- **Diagnosis code requires to the 6<sup>th</sup>/7<sup>th</sup> character level when applicable**

This denial relates to the validity of the diagnosis code entered on the claim. The diagnosis is required to be reported to the highest applicable character level. For diagnosis related denials, determine if the primary diagnosis is a valid ICD 10 diagnosis code and entered in its entirety on the claim form.

- **Age/Gender to Diagnosis/CPT/HCPCS**

This denial relates to the validity of the diagnosis code/CPT/HCPCS entered on the form as it relates to the recipient's age and/or gender.

- **Invalid Procedure/Service Code**

This denial relates to the validity of the procedure/service code entered on the claim form.

For procedure/service code denials; verify that the procedure/service code was entered on the claim, that the code was entered in the correct format, and that the code is a valid five-digit CPT or HCPCS code.

- **Procedure/Service Modifier**

This denial relates to the validity of the procedure/service modifiers entered on a claim form.

For modifier denials; verify that the first procedure/service modifier was entered on the claim line and that the modifier is valid for the procedure/service code billed on that line.

- **Category of Service**

For category of service denials, verify that the correct procedure/service was billed. If there is no error in the procedure/service billed on the claim and the provider believes that the service was billed correctly, the provider should contact Steward Health Choice Claims Customer Service at 1-800-322-8670.

- **Recipient Eligibility/Enrollment**

This denial relates to the recipient's eligibility for the services billed claim form.

Recipient Not Eligible/Enrolled for Entire DOS; Invalid Eligibility

For recipient eligibility denials; the recipient is either not Steward Health Choice Arizona eligible or not eligible for the service on the date(s) of service. Verify the recipient's Steward Health Choice Arizona ID number and eligibility either through the Provider Portal of the Steward Health Choice Arizona Website or with the Steward Health Choice Arizona Member Services Department. See Chapter 2, *Member Eligibility and Member Services*.

Resubmit corrected claims/encounters containing only the dates of services the recipient was eligible with Steward Health Choice Arizona.

- **Timeliness**

This denial relates to the timeliness requirement for submitting claims to Steward Health Choice Arizona.

Claim Received - Past 6 Month Limit

The initial claim for services was received by Steward Health Choice Arizona more than six months from the end date of service or the date of eligibility posting for a retro-eligibility claim. For hospital claims, the end date of service is the date of discharge. If the claim was originally submitted within the six-month time frame, resubmit the claim with the CRN of the previously processed claim/encounter and append proof of timely filing.

Claim Received - Past 12 Month Limit, Deny

A resubmission of a denied claim was received by Steward Health Choice Arizona more than 12 months from the end date of service or date of retro-eligibility posting. For hospitals, the end date of service is the date of discharge. Verify the "from" and "through" dates of service entered on the claim.

## **12.2 CLAIM RESUBMISSION/REPLACEMENT**

If a clean claim was denied due to a billing error, the corrected claim must be resubmitted/replaced within twelve (12) months of the date of service/discharge, or of the date of eligibility posting.

If the clean claim was denied due to a request for medical documentation, please include a copy of the claim, a copy of the remittance advice, and the requested documentation with the resubmission/replacement. See Chapter 7 *General Billing Rules*.

## **12.3 CLAIM DENIAL DISPUTES**

All Providers have the right to file a claim dispute in response to any adverse action or decision made by Steward Health Choice Arizona. However, Steward Health Choice Arizona encourages Providers to exhaust all other means of resolution before using the claim dispute process.

See Chapter 15: *Claim Disputes, Members Appeals and Member Grievances* for additional information.