Top Denial Reasons by MCO and Service September 2013

Hospital Inpatient

Lines Denied in Month

24 25 27 28 69 27

United Healthcare Community Plan
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Healthcare	
Community	
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	Hospital Inpatient		
		Month To	
		Date # of	
		Claims	Claims Dollars
Rank	Denial Reasons - UB92	Denied	Billed
1	NO AUTHORIZATION ON FILE	608	\$ 1,524,002.18
2	AUTH ON FILE IS DENIED	524	\$ 1,044,260.92
ω	DEFINITE DUPLICATE CLAIM	467	\$ 3,155,744.73
4	POA REQUESTED BUT IS NOT VALID	279	\$ 803,357.45
5	SEND PRIMARY CARRIERS EOB	268	\$ 629,497.66
6	UNGROUPABLE DRG	193	\$ 438,903.95
7	CLAIM ANALYZED, DUPLICATE CLAIM	185	\$ 510,204.38
8	BENEFITS BASED ON ADMISSION DATE	175	\$ 337,598,19
g	SUBMITTED AFTER PROVIDER'S FILING LIMIT	165	\$ 189,034.14
10	TERMINATION	163	\$ 1,349,924,64

		Claims	Clain	Ciains Donars
Rank	Denial Reasons · UB92	Denied		Billed
	SERVICE IS NOT CONTRACTED	1799	\$ 66	661,919.00
2	RESUBMIT ON CORRECT CLAIM FORM	1622		7,912,913,96
3	SEND PRIMARY CARRIERS EOB	1254		528,635.49
4	CLAIM ANALYZED, DUPLICATE CLAIM	1121	3E \$	388,001.73
5	DEFINITE DUPLICATE CLAIM	818	\$ 50	509,893.86
6	TERMINATION	620	s.	522,744.59
7	SUBMITTED AFTER PROVIDER'S FILING LIMIT	512	\$ 2:	228,962.32
8	SERVICE IS INCLUDED IN CASE RATE	406	:1 \$	136,445.03
9	INVALID PROVIDER NPI WAS BILLED	366	š 1:	136,620.30
10	NETWORX STD FEE SCHED	278	\$ 11	185,425.09
	Pharmacy			
		# denied		
		during		
		reporting		
Rank	# received during reporting period	period		L
-	Non-covered service/item	5,402		
2	Service not authorized	752		
ů	Service ithit exceeded without MA	4,54/	Γ	
۵	Member not eligible	1,190		
s	Provider not contracted for service	1		
6	Duplicate Claim	261		
7	Error in billing (procedure code, NPI, etc.)	3,476		
œ	Date of service not covered			
•	Current Silica time limit			

Deny preauth not obtained
Primary carrier info req
Procedure non-reimbursable
Submitted after plan filing limit

harges processed under original submis-

144

69

23

28,553.52

Denial Reason

Disallow-not allowed under contract

Lines Denied in Month

Clains Dollar

726,642.81

1343 1452

171 161

Hospital Outpatient

	1		Pharmacy
		Rank	Denial Reason
		_	REFILL TOO SOON
		2	PLAN LIMITATIONS EXCEEDED
		,	
I	+		
	_	۵	M/I OTHER COVERAGE CODE
		5	CLAIM NOT PROCESSED
		6	PRIOR AUTHORIZATION REQUIRED
		7	NON-MATCHED CAROHOLDER ID
1		8	FILLED AFTER COVERAGE EXPIRED
		9	DRUG-DIAGNOSIS MISMATCH
		10	M/I DISPENSE AS WRITTEN CODE

nkt Donfol Reason

2 3. SUMR Reject Error

43. Subrik Bill To Other Processor Or Primary Payer

7M. Discrepancy Retween Other Coverage Code And Other

7M. Policrepancy Retween Other

7M. Product/Service Not Coverage

70. Product/Service Not Coverage

90. Filled After Coverage Terminated

93. Filled Mer Coverage Terminated

78. Plan Limitation: Exceeded

13. AM Other Coverage Code

91. AM Other Coverage Code

3,997

4,552 4,161

3,413 2,859 2,458 2,215 1,487 1,106

Lines Denied in Month

Hospital Outpatient		
	# Lines	į
	Denied in	Claims Doll:
Denial Reason	Month	Атои
DENY: PROVIDER MUST USE HCPC CPT FOR CORRECT PRICING	4302	\$1,643,268.5
DENY: PER STATE GUIDELINES- PROCEDURE NOT SEPARATELY		
REIMBURSABLE	3929	\$120,331.7
DENY: THIS SERVICE IS NOT COVERED	3677	\$2,161,616.7
DENY: NOT REIMBURSABLE PER STATE GUIDELINES OR CONTRACT	2016	\$522,841.3
DENY: DUPLICATE CLAIM SERVICE	1473	\$1,870,667.4
PROCEDURE CODE PAIRS INCIDENTAL, MUTUALLY EXCLUSIVE OR		
UNBUNDLED	1172	\$603,854.0
DENY: NAME OF DRUG, NDC NUMBER AND QUANTITY IS REQUIRED TO		
PROCESS CLAIM	1030	\$1,751,387.5
DENY: DENIED AFTER REVIEW OF PATIENT S CLAIM HISTORY	984	\$546,828.4
DENY: BILL PRIMARY INSURER 1ST RESUBMIT WITH EOB	907	\$842,430.5
DENY: AUTHORIZATION NOT ON FILE	200	5956.612.5

Gorial Reason DEMY: DUPULCATE (JAIM SERVICE DEMY: HIS SERVICE IS NOT COVERED DEMY: BULL PRIMARY INSURER 1ST RESUBMIT WITH 60B DEMY: DEMIED AFTER REVIEW OF PATIENT S CLAIM HISTORY DEMY: DEMIED AFTER REVIEW OF PATIENT S CLAIM HISTORY FROCEDURE CODE UNEWNITHED FROM GLOBAL PROCEDURE CODE ROCKED TO THE SERVICE OF THE SER		DENY: PLEASE SUBMIT TO MENTAL HEALTH VENDOR FOR PROCESSING
Month Month		TH VENDOR FOR PROCESSING 56
\$6,787.818.4 \$85,390.6 \$6,392,590.5 \$1,060,289.5 \$1,050,289.5 \$1,957.52.5 \$95,572.5 \$95,572.5	\$17,852	570,909.

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Hospital Inpatient

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NOTE: All claim dollar amounts represent BILLED amount, not expected payment amount

Robert G. (Bob) Bethell Joint Committee on Home and Community Based services and KanCare Oversight

Dental

1 Rank

This is a duplicate of a previously processed claim

The member's coverage was not in effect on the date the service

United Healthcare Community Plan

				1																			
35	36	44	130	140	236	256	308	364	409	# Lines Denied in Month		38	777	83	125	202	206	214	283	319	487	# Lines Denled in Month	
^	s	\$	s	s	(A	S	s	s	s.			٠,	S	S.	s	s	v.	s	٠	ς.	s		
AA 876 79	9,537.82	17,030.07	13,021.25	14,693.05	44,747.25	48,579.08	45,521.43	29,626.01	79,845.30	Claims Dollar Amount		1,485.80	4,823.00	70.00	26,031.87	11,850.53	22,295.38	10,607.20	18,448.27	17,301.39	27,378.29	Claims Dollar Amount	
 5	ø	ဇာ	7	6	5	4	ω	2	j	Rank		10	9	83	7	6	u,	4	w	2	1	Rank	
Denied: Violates State Medicaid billing/coding guidelines, infernder may not be billed.	Denied: Claim was not received within the 180 day filing period. Refer to Plan Specifics for timely filing period guidelines.	Denied: Diagnosis is not compatible with the Hardware codes billed	Denied: Our records indicate patient has insurance through another carrier. Please re-submit claim with primary EOB or written verification from patient on the status of other insurance.	Denied: Diagnosis is not appropriate for use with billed CPT. Please consult your plan specifics.	Denied: Service not covered by OptiCare. Submit claim directly to Payor.	Denied: Duplicate Charge/Service. Service billed previously for same member and date of service.	Denied: Referral / Pre-certification required for service submitted.	Denied: Maximum Visits were previously exhausted for the generic period. Patient may be billed.	Denied: No Amount Billed for this Service.	Denial Reason	Vision	KS - Service billable only when other restorative services are on same	Service Replaced by Alternative Benefit	Provider contract is not effective on date of service	The member's coverage was not in effect on the date the service was	The member's age or tooth is not within plan guidelines for this proc	Service denied - exceeds maximum allowed per period	This service is not covered under the plan	Service replaced due to quantity recoding	Service replaced due to x-ray recoding	Service replaced with FQHC Encounter Payment	Denial Reason	Dental
77	91	1111	128	143	147	257	267	585	643	Denied in Month	il linns	77	124	144	227	237	387	07.6	863	1,169	2,588	Nhr Denled	
\$4,055.50	\$5,430.17	\$5,940.43	\$10,184.10	\$4,898.00	\$26,958.66	\$18,421.15	\$16,655.45	\$35,990.82	\$0.00	Clains Dollar Amount		\$20,909.00	\$5,398,43	\$11,553.57	\$10,548.88	\$40,377.00	\$26,423.07	000,000,000	\$44,039.80	\$58,088.00	00.000,010	Claims Dollar	

corresponding fee to reflect your affiliation with a Federally Qualified Health Center.

62 \$

5,065.95

Lines Denled in Month

Claims Dollar

The patient is over the age limit for this procedure.
The claim needs to include the procedure code, the encounter code and months.
Separate billing for this procedure code is not allowed. Service allowance months. Service exceeds benefit allowance. Service is limited to one per every 36 carrier's EOB. Service exceeds benefit allowance. This service is allowed once every 12 company which is the primary carrier. After the prime carrier has determined its liability, resubmit this claim with a copy of the prime

107 \$

6,776.50

1,932,75 2,107.60

160

4,212.92

14,519.2

ы

Denial Reason

No Primary Insurer EOB Present

Duplicate Service Previously Pald Invalid Procedure Code

Denied: Non-Contracted Provider. Contact Network Management at (800) 531-2818 to become a participating provider and/or location.

S

\$12,710.75

Patient may be billed.

Jenied: Provider is not contracted to provide Medical/Surgical Services. Jenied: Maximum Visits were previously exhausted for the benefit period.

62 108

\$13,800.00

\$8,486.00

\$21,140.00

Denied: Each Service was Denied for various reasons.

Denied: Duplicate Charge/Service. Service billed previously for same Denied: Our records indicate patient has insurance through another carrier. Please re-submit claim with primary EOB or written

> 242 292

\$61,790.14 \$62,050.1

Provider Contract Not Effective on Date of Service

Duplicate Service Being Processed

Patient Ineligible

No Reimbursement Information Found For Service

Verify POS for Diag Code V80.1 is = 11

Service replaced due to quantity recoding

Service replaced with FQHC Encounter Payment procedure
KS - Service not covered when billed with only

This claim was submitted after the claim timely-filing limit The member's age or tooth is not within plan guidelines for this

This is a duplicate of a claim currently in process

Please resubmit claims with the EOB from the primary carrier Provider contract is not effective on date of service

NOTE: All claim dollar amounts represent BILLED amount, not expected payment amount.

Denied: Inappropriate Primary Diagnosi

\$8,577.95 \$4,310.45 benefit period. Patient may be billed.

Denled: Diagnosis is not compatible with the Hardware codes billed.

Plan Specifics for timely filing period guidelines. Denled: Maximum Units of Service were previously exhausted for the

enied: Claim was not received within the 180 day filing period. Refer to

47

\$24,464.88

\$3,350.43

Sunflower

Dental

Service is not covered. Please refer to your Office Reference Manual for definition of covered teeth/quad/arch, pattent ages, and procedure code Service exceeds benefit allowance. This service is allowed once every 6

Denial Reason
This procedure is a duplicate of a service previously processed

Lines Deviled in Month

Claims Dollar

79,193.52

months.
Patient is not eligible for services; coverage is not active.
The patient was covered on the date(s) of service by another insurance

393 \$ 271 \$ 916

9,792.50 10,346.14

25,137.61

Medical (physical health not otherwise specified)

United Healthcare Community Plan

Rank	Denial Reason
	Deny preauth not obtained
2	Delinite Duplicate Claim
w	Submitted after plan filing limit
4	Termination
ď	Primary carrier info req
٠,	Disallow-not allowed under contract
7	Submitted After Provider's Filing Limit
œ	Billing Error
φ	Coordination of Benefit - No Payment
10	CCI Incidental Procedure in History

Nursing Facilities (Total)

fied)					Medical (physical health not otherwise specified)	
		٦				Month T
	# Lines Denied					Date # o
	in Month		Chaims Dollar			Claims
			Anjount	Rank	Denial Reasons - CM\$1500	Denied
	5184	,			Principle of the Princi	4
	1673	7	000 000 000	J	CENTE BOUNDARY CASSIGNS COM	2517
	1007	1	Co. Louisian	Į,	The state of the s	
	1266	s	818,277.94	w	NETWORX STD FEE SCHED	2,278
	1176	s	360,954.19	4	TERMINATION	1,801
	1176	s	537,117.73	5	SUBMITTED AFTER PROVIDER'S FILING LIMIT	1,483
	720	\$	196,401.96	6	INCL IN ANOTHER PROCEDURE	697
	361	s	154,749.61	7	SERVICE IS NOT CONTRACTED	619
	283	s	46,861.68	8	CLAIM ANALYZED, DUPLICATE CLAIM	543
	266	s	49,169.05	9	PREVIOUSLY PROCESSED	490
	192	S	26,237.31	10	CORRECT BILLING ADDRESS NEEDED	429

\$ 918,055.60 \$ 514,266.82 \$ 1,166,537.85 \$ 323,097.55 \$ 323,097.55 \$ 677,250.04 \$ 117,483.23 \$ 973,191.81 \$ 142,020.51

NK DONAL RRADEO

DENY: PER STATE GUIDELINES. PROCEDURE NOT SEPARATELY

RENABLESABLE

DENY: HIS SERVICE IS NOT COVERED

DENY: ALTHORIZATION NOT ON FILE

DENY: DUPLICATE CLAIM SERVICE

DENY: BILL PRIMARY INSURER 1ST RESUBINT WITH EOB

DENY: THE TURN LIMIT FOR HING HAS EXPIRED

DENY: DENIED AFTER REVIEW OF PATIENT'S CLAIM HISTORY

OTHER INSURANCE EOB SUBMITTED DOES NOT MATCH BILLED, PLEASE

OTHER INSURANCE EOB SUBMITTED DOES NOT MATCH BILLED, PLEASE

4564 3821 3145 2218 1870 1376 806 781

\$71,584.56 \$492,818.12 \$979,406.42 \$827,450.97 \$659,605.09 \$1,388,116.79 \$174,178.72 \$268,583.13

DENY: BENEFIT MAXIMUM HAS BEEN REACHED

758 587

\$103,560.23

Claims Dollars Billed

Medical (physical health not otherwise specified)

Lines Denled in Month

Claims Dollar Amount

Sunflower

9	PREVIOUSLY PROCESSED	490	s	116,639.72
10	CORRECT BILLING ADDRESS NEEDED	429	\$	52,940.75
	Nursing Facilities (Total)			
		Month To		
		Date # of		
		Claims	2	Claims Dollars
ank	Denial Reasons - CMS1500	Denied	Г	Billed
۲	CLAIM PREAUTH REQUIREMENT BYPASSED	1,522	Г	\$82,328.00
~	NO AUTHORIZATION ON FILE	210		\$30,317.84
ω	BENEFITS BASED ON ADMISSION DATE	197	40-	\$231,956.68
4	SERVICE IS NOT CONTRACTED	169		\$95,037.37
v	DEFINITE DUPLICATE CLAIM	115	10.	\$197,827.56

						_		Ш	Ш				_	
CLAIM ANALYZED, DUPLICATE CLAIM	TERMINATION	SUBMITTED AFTER PROVIDER'S FILING LIMIT	MISSING OR INVALID TOB CODE	AUTH OVERRODE DUE TO COB	DEFINITE DUPLICATE CLAIM	SERVICE IS NOT CONTRACTED	BENEFITS BASED ON ADMISSION DATE	NO AUTHORIZATION ON FILE	CLAIM PREAUTH REQUIREMENT BYPASSED	Denial Reasons - CMS1500				Nursing Facilities (Total)
8	59	73	96	103	115	169	197	210	1,522	Denied	Claims	Date # of	Month To	
\$106,459.95	\$50,666.04	\$314,648.99	\$3,880.99	\$5,545.79	\$197,827.56	\$95,037.37	\$231,956.68	\$30,317.84	\$82,328.00	Billed	Claims Dollars			
			_			_		_	,					
5	9	8	7	6	5	4	w	2	-					

	Nursing Facilities (Total)		
		# Lines	
		Denied in	Claims Dollar
	Denial Reason	Month	Amoun
-	DENY: THIS SERVICE IS NOT COVERED	1218	\$219,485.54
2	DENY: AUTHORIZATION NOT ON FILE	765	\$1,448,013.28
	DENY: PER STATE GUIDELINES- PROCEDURE NOT SEPARATELY		
ω	REIMBURSABLE	363	\$1,614.50
۵	DENY: BILL PRIMARY INSURER 1ST RESUBMIT WITH EOB	298	\$467,499.35
5	DENY: DUPLICATE CLAIM SERVICE	187	\$435,090,98
	OTHER INSURANCE EOB SUBMITTED DOES NOT MATCH BILLED, PLEASE		
a	RESUBMIT	132	\$11,711.92
7	DENY: THE TIME LIMIT FOR FILING HAS EXPIRED	122	\$423,348.23
8	DENY: PROCEDURE NOT COVERED FOR THE MEMBER S AGE	88	\$5,204.33
o	DIAGNOSIS CANNOT BE USED AS PRIMARY DIAGNOSIS, PLEASE RESUBMIT	£2	\$174,129.62
5	DENY: CLAIM AND AUTH SERVICE PROVIDER NOT MATCHING	56	5132,741.84

	HCBS	
		# Lines
		Denied in
Rank	Denial Reason	ı
_	DENY: AUTHORIZATION NOT ON FILE	
~	DENY: BENEFIT MAXIMUM HAS BEEN REACHED	
3	DENY: BILL PRIMARY INSURER 1ST RESUBMIT WITH EOB	
4	DENY: THE TIME LIMIT FOR FILING HAS EXPIRED	
5	DENY: DUPLICATE CLAIM SERVICE	
σ	DENY: THIS SERVICE IS NOT COVERED	
7	DENY: SERVICE HAS EXCEEDED THE AUTHORIZED LIMIT	
8	DENY: DENIED AFTER REVIEW OF PATIENT'S CLAIM HISTORY	
9	DENY: PROCEDURE IS INAPPROPRIATE FOR PROVIDER SPECIALTY	
10	DENY: REQUESTED INFORMATION WAS NOT PROVIDED	
-		

Deny preauth not obtained
Definite Duplicate Claim
Disaliow-not allowed under contract
Coordination of Benefit. No Payment
Primary carrier into req
Primary carrier into req
Network Sid Fee School
Recordination

179 159 76 53 30

Amount
111,639,05
38,795,64
521,65,36
10,225,55
33,430,11
1,900,00
8,284,10
19,386 13
2,827,02
1,233,40

Denial Reasons - CNASISO

NO AUTHORIZATION ON FILE

UNITS EXCEED UM AUTHORIZATION

SEND PRIMARY CARRIERS COB

NETWORX STD FEE SCHED

CORRECT BILLING ADDRESS NEEDED

OFFINITE DUPLICATE CLAM

SUBMITTED AFTER PROVIDERS FILING LIMIT

CLAIM ANALYZED, DUPLICATE CLAIM

REGULET & MATCHED FOUNDATION FOR

811led 5 90,083.83 85,633.97 5 45,910.85 5 45,488.46 5 23,377.70 5 36,738.70 6 36,738.46 5 24,094.37 6 24,094.37 6 37,484.08 5 37,484.08 5 37,484.08

Claims Dollars

Lines Denied in Month

Chairns Dollar

Rank

Deny preauth not obtained Service manually priced

Charges processed under original submis mary carrier info req Denial of Payment for New Admissions
Paid at contracted rate
Submitted after plan filing limit

30

\$121,400.57 \$97,037.62 \$50,382.84

12

\$25,483.66 \$12,145.34

168

\$244,242.71 \$141,372.95 \$165,248.39

\$415,581.85 \$866,091.07 Claims Dolla

Denial Reason

Coordination of Benefit - No Payment

Definite Duplicate Claim

Lines Denied in Month

NOTE: All claim dollar amounts represent BILLED amount, not expected payment amount

Top Denial Reasons by MCO and Service September 2013

United Healthcare Community Plan

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Behavioral Health Denial Reason Denial Reason Denial Reason Denial Reason Spend down and liability deducted Primary carrier info req Disaltow-not allowed under contract Not a Covered Service Termination Units exceed UM authoritation Duplicate Service	4	٥	œ	7	6	w	4	w	2	_ {	Rank				
12	Cobinate Service	Punilicate Service	Units exceed UM authorization	Termination	Not a Covered Service	Disallow-not allowed under contract	Primary carrier info req	Spend down mbr liability deducted	Definite Duplicate Claim	Deny preauth not obtained	Denial Reason			Behavioral Health	
Unes Denied in Month 3066 2034 602 347 193 193 182 156 141		83	141	156	182	193	347	602	2034	3066		in Month	# Lines Denied		
~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	1	٠,	s	v	· V	s	v	5	s	~				7	
Cialms Dollar Amount 351,261.18 239,045.71 53,168.78 46,592.72 19,788.43 18,771.28 24,259.75 9,224.46		9,044.06	9,224.46	24,259.75	18,771.28	19,798.43	46,592.22	53,168.78	239,045.71	351,261.18	Amount	Claims Dollar			

78	STATE IS RESPONSIBLE FOR SERVICES
100	INCREASED ALLOWABLE
131	SUBMITTED AFTER PROVIDER'S FILING LIMIT
145	TERMINATION
146	PREVIOUSLY PROCESSED
382	CLAIM ANALYZED, DUPLICATE CLAIM
425	THE PROC CODE INCONSIST W/POS
425	SEND PRIMARY CARRIERS EOB
659	DEFINITE DUPLICATE CLAIM
Denied	Denial Reasons - CMS1500
Claims	
Date # of	
Month Yo	

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	Behavioral Health		
		# Lines Denied in	Claims Dollar
Rank	Denial Reason	Month	Amount
-	DENY: AUTHORIZATION NOT ON FILE	1174	\$452,018.32
2	DENY; DUPLICATE CLAIM SERVICE	1078	\$254,524.86
	DENY: BENEFIT LIMIT FOR SERVICES WITHOUT AN AUTHORIZATION HAS		
w	BEEN MET	440	\$36,564.18
۵	DENY: THE TIME LIMIT FOR FILING HAS EXPIRED	377	\$66,756.66
-	DEMY: BLEASS RESURMIT TO THE MEDICAL PLAN FOR CONSIDERATION	230	\$71,513.20
9	DENY: DAILY MAXIMUM REACHED	163	\$11,771.44
4	DENY:PROCEDURE DOES NOT MATCH AUTHORIZATION	145	\$30,630.24
	OTHER INSURANCE EOB SUBMITTED DOES NOT MATCH BILLED, PLEASE		
00	RESUBMIT	95	\$8,680.46
	DENY: SERVICE MOT COVERED, PROVIDER RESPONSIBILITY, DO NOT BILL		. !
9	MEMBER	82	\$6,795.28
3	DENIY. DILL DOMANDY INCLIBER 1ST RESLIBMIT WITH EOR	73	\$35,332.84