

Web Announcement 17

Claim Denials Due to Error Codes 318 and 983:

First Health Services has pended a number of claims, which effective immediately, will be denied, for Error Code 318, recipient not eligible on the date of service, and Error Code 983, recipient not found in the system.

First Health Services has corrected their internal operational process that may have erroneously pended these claims. If you believe your claim has denied improperly for either of these errors, validate eligibility documentation and resubmit with a cover letter referencing the Error Code 318 or 983 and the date of the Remittance Advice (RA). First Health Services apologizes for the inconvenience this may have caused you.