



June 20, 2022

Web Announcement 2812

## **Attention All Providers: Update on Claims Denied with Error Code 2504 When Other Insurance Applied to Co-Pay or Co-Insurance**

Update to [Web Announcement 2685](#): Claims that denied incorrectly with error code 2504 (Client covered by private insurance) when the claim was submitted with the other insurance allowed applied to the recipient's co-pay or co-insurance have been reprocessed automatically. The impacted claims had dates of service on or after February 1, 2019, and were processed on or before January 18, 2022. Results of the reprocessed claims appear on remittance advices dated June 24, 2022.

When claims are reprocessed or released for adjudication, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.