



September 4, 2020

Web Announcement 2299

## **Claim Denials with Error Code 2504 (Client Covered by Private Insurance)**

Claims processed on or after March 1, 2019, through July 20, 2020, that denied in error with error code 2504 (Client Covered by Private Insurance) will be automatically reprocessed. A future remittance advice will report the results of the reprocessed claims.

Please note: When claims are reprocessed, 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.