



April 3, 2024

Web Announcement 3325

## Attention All Providers: Top 10 Claim Denial Reasons and Resolutions/Workarounds for February 2024 Professional Claims

The Division of Health Care Financing and Policy and the Nevada Medicaid fiscal agent have reviewed all claim submissions for the month of February 2024 and have compiled a list of the top 10 reasons for which professional claims have denied. The table below lists the top 10 error codes along with the Explanation of Benefits (EOB) code that appears on the remittance advice for the claim denials, the error code descriptions, and instructions to providers on how to resolve the claim denials.

Error Code	EOB Code on Remittance Advice	Error Code Description	Resolution or Workaround
452	452	No Medicare Coinsurance, Deductible or Copay Due	Provider will need to verify the co-insurance, deductible or co-pay amount in the Medicare crossover details fields. See the <a href="#">Submitting Secondary Claims to Nevada Medicaid Training Video</a> for more billing information when Third-Party Liability (TPL) is present.
3001	0192	Prior Authorization not Found	Provider is advised to proceed with the following steps: <ul style="list-style-type: none"> <li>• Verify that the prior authorization request has been submitted and approved.</li> <li>• Verify the correct authorization number has been placed on the claim.</li> <li>• Verify that the Dates of Service (DOS) billed on the claim match the time span of the approved authorization.</li> <li>• Verify that the authorization number corresponds with the correct National Provider Identifier (NPI) and recipient ID before resubmitting the claim.</li> <li>• Verify that units are available on the approved authorization.</li> </ul>
3340	3340	Service not covered by NV Medicaid	Provider should verify that the code being billed is a payable code by Nevada Medicaid for the specific dates of service. Review the <a href="#">Search Fee Schedule</a> for more information.
4021	0698	No CVG (Coverage) Rule for Procedure	Provider should verify that the code being billed is a payable code by Nevada Medicaid for the specific dates of service. Review the <a href="#">Search Fee Schedule</a> for more information.

Error Code	EOB Code on Remittance Advice	Error Code Description	Resolution or Workaround
2003	3006	Client ineligible on DTL DOS (detail level date of service)	<p>Provider will need to verify that the recipient is eligible for the dates of service and has the appropriate Benefit Plan.</p> <p>This may be completed in the <a href="#">Electronic Verification System (EVS)</a> by reviewing the Member Eligibility tab, or by utilizing Gabby™ by calling the Customer Service Center at (877) 638-3472 or the Automated Response System (ARS) at (800) 942-6511.</p>
1048	0025	Provider Terminated – DTL DOS (detail level date of service)	<p>Indicates that the billing or rendering provider is not contracted with Nevada Medicaid for the dates of service listed on the claim.</p> <p>If not contracted, you will need to submit a new enrollment application to Nevada Medicaid. Visit the <a href="#">Provider Enrollment</a> webpage for more information.</p>
908	0908	PAD (Physician Administered Drug) Detail Denied by PBM (Pharmacy Benefits Manager)	<p>The National Drug Code (NDC) on the Physician Administered Drug claim was denied by the Pharmacy Benefit Manager.</p> <p>Provider will need to verify that the NDC is a payable and covered code.</p> <p>Providers may reach out to the Pharmacy Benefits Manager at: (800) 695-5526 or visit <a href="https://nevadamedicaid.magellanrx.com/home">https://nevadamedicaid.magellanrx.com/home</a></p>
1076	1012	Prov Contract not Valid on DOS – DTL (detail level date of service)	<p>Indicates that the billing provider is not contracted with Nevada Medicaid for the dates of service listed on the claim.</p> <p>If not contracted, you will need to submit a new enrollment application to Nevada Medicaid. Visit the <a href="#">Provider Enrollment</a> webpage for more information.</p>
1009	1009	Contract Could not be Determined	<p>Review billing provider contract dates to verify provider is contracted with Nevada Medicaid for the dates of service listed on the claim.</p> <p>Provider may need to submit a new enrollment application to Nevada Medicaid via the <a href="#">OPE tool</a> to be able to bill for dates of service.</p> <p>Visit the <a href="#">Provider Enrollment</a> webpage for more information.</p>
1008	1508	Billing Prov is not a Grp/Performing is a Grp Prov	<p>Providers should review claims to ensure that a Group National Provider Identifier (NPI) is listed as the billing NPI and that an individual NPI is listed as the rendering or performing provider.</p>