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DFSM Fee-for-Service (FFS) Claims Denial Edit Resolution Guide

The Edit Resolution Guide was created to help providers understand the denial edits, descriptions, and actionable next steps. New denial edits will be added periodically to the guide. Providers maintain the responsibility to ensure all claims are billed appropriately.

The DFSM Provider Training Web Page offers E-Learning training by related topics, quarterly provider training schedules, DFSM Claims Clues, quick training guides and more. For more information, visit https://www.azahcccs.gov/Resources/Training/DFSM_Training.html

The AHCCCS Fee-for-Service Provider Billing Manuals are available on the AHCCCS website. [FFS Provider Billing Manuals](#).

Provider News and Alerts - Sign up for the [DFSM Email News Alerts](#) to receive important notifications regarding policy and program changes, authorizations, billing related changes, provider training notifications, and more.

AHCCCS offers two free online provider portals for FFS providers. Providers can Submit and status claims and prior authorizations, verify member eligibility, provider status, and more. To initiate an access account to AHCCCS [Online Provider Portal and](#) select "Register for an AHCCCS Online Account.

The [Transaction Insight Portal \(TIBCO\)](#) is used to upload/attach required documentation for claim review. To request an access account email: Servicedesk@azahcccs.gov

The AHCCCS Provider Enrollment Portal (APEP) is an online application-based enrollment process for provider credentialing. If you do not have an APEP account, go to <https://www.AZAHCCCS.gov/APEP>. Select the option "User Registration" and complete the form. For APEP questions, providers can email APEPTrainingQuestions@azahcccs.gov.

The edit or denial reason codes explain why a claim could not be processed or paid in full. This list has been provided to assist providers with resolving the denied claims. Review the resolution instructions below for the edit code(s) that apply to your claim. Submit a new claim with the corrected information and attach the required documentation when necessary or applicable to complete the processing of the claim.

Edit	Description	Resolution
H001.1	Service Provider ID Field is Missing	<p>The service provider NPI field may contain the following errors; service field is blank, provider's service NPI is either not registered or active for the date of service or at the time the claim was processed.</p> <ol style="list-style-type: none"> 1. Verify the provider's status using the Provider Verification tab on the Online portal or review your remittance advice to confirm the NPI entered is valid. 2. Providers that are not registered with AHCCCS, must enroll via APEP. After the provider's enrollment is approved, the provider must resubmit a corrected claim referencing the original CRN. 3. EDI data entry errors must be corrected by the provider. 4. Paper claim submissions, if it is an AHCCCS data entry error, contact Provider Services at (602) 417-7670.
H001.7	Service Provider ID Not Valid for Provider	<p>The provider NPI listed on the claim was either not registered or active with AHCCCS on the date of service listed on the respective claim.</p> <ol style="list-style-type: none"> 1. Verify if the service provider was an AHCCCS registered provider on the date of service (DOS) listed on the claim. 2. If the NPI # was entered incorrectly by provider; provider must resubmit a corrected claim referencing the original claim record number (CRN). 3. If the NPI # was entered incorrectly by AHCCCS; providers should contact Customer Service for the data entry error at (602) 417-7670.
H002.2	Recipient ID Field Is Invalid Format	<p>This edit will present when there is an error with the Medicaid (AHCCCS) member (recipient) ID listed on the claim. AHCCCS only accepts the Medicaid member ID number that begins with "A" or ADOC assigned ID numbers.</p> <ol style="list-style-type: none"> 1. If the member's name field is "blank" on the remittance advice or Online (when viewing the claim on the AHCCCS Online Provider Portal), this indicates an error with the member ID number. 2. Verify if the recipient (member) ID was entered in the correct format (A12345678) 3. Resubmit claim with corrected information.
H002.3	Recipient ID Field is Not on File	<p>This denial will appear on a claim if the Member ID is not on file with AHCCCS.</p> <ol style="list-style-type: none"> 1. Verify if the AHCCCS Medicaid ID was entered or is correct.

		2. If an error is present, submit a correction claim with the correct Medicaid member ID number.
H079.7	Billing Provider ID Not Valid for Provider	<p>This edit will present when the billing provider ID number was not active or registered with AHCCCS on the date of service listed on the claim.</p> <ol style="list-style-type: none"> 1. Verify if the provider ID was active on the date of service listed on the claim. 2. If the claim was submitted via a paper, verify if the NPI was entered incorrectly on the claim form. 3. If the NPI # was entered incorrectly by the provider on the claim form; the provider must resubmit a corrected claim and reference the original CRN. 4. If the NPI # was entered incorrectly by AHCCCS; providers should contact Customer Service for the data entry error at (602) 417-7670.
H154.5	ICD-10 Procedure code #1 requires a prior auth, none found	<p>This edit is set to deny the claim when the ICD-10 procedure code reported on the claim requires prior authorization and none is found and if the admission type is not “1” for emergency.</p> <ol style="list-style-type: none"> 1. The provider should review the claim details to determine if the claim was submitted incorrectly. 2. Request a prior authorization if the service meets the PA requirements.
H179.1	Recipient Enrolled in Plan for Entire Service Date Span	<p>This edit will present when the claim has been submitted to the incorrect Medicaid plan for processing. The denial will also provide the name of the member’s health plan enrollment.</p> <ol style="list-style-type: none"> 1. Once the provider has verified the correct health plan, submit the claim to the appropriate health plan.
H179.3	Recipient enrolled in plan that does not allow payment	<p>This edit will set if the member has a lapse in coverage or may be enrolled in a non-payment program for specific dates of services.</p> <ol style="list-style-type: none"> 1. Providers should verify the member’s eligibility prior to rendering the service and prior to submitting the claim for payment. 2. The provider must verify the member’s eligibility/enrollment for the date of service, and this can be done via the AHCCCS Online Provider Portal. 3. If there is an eligibility line that shows “NO PAYMENT with a specific date reflected, no action can be taken on the claim.
H185.1	Value code inconsistent with bill type claim, inconsistency	<p>This edit will present if there are coding inconsistencies on the original or replacement claim. Value codes A1 / A2 cannot be billed with an outpatient bill type code. See examples:</p>

		<p>(1) The original claim was submitted as an outpatient claim with (Bill Type Code 131) with the value code “A2” Medicare inpatient coinsurance. A correction claim was submitted to correct the bill type to reflect an inpatient stay (Bill Type Code 117).</p> <p>2. The processing system is reading the original bill type code in error. The provider should contact provider services to have the claim reprocessed.</p>
H188.1	Invalid discharge data on final bill; claim inconsistency	<p>This edit will present on a UB-04 claim form if the Bill Type code indicates an inpatient claim; but the biller omitted entering the discharge hour.</p> <p>1. A claim correction is required to include the correct discharge hour.</p>
H189.1	Recipient has Medicare; Medicare must be indicated, is missing	<p>This edit will be presented when the member has Medicare coverage as the primary payer, but the claim was submitted to AHCCCS without the Medicare explanation of benefits included or attached for processing.</p> <p>1. If there are no changes required to the claim details information, providers must submit a copy of the MEOB for processing and this can be done via the transaction insight portal.</p>
H191.3	UB summary line charges do not match details.	<p>This edit will set if the Sum of line-item charges does not equal the total billed charge on the summary (0001) line.</p> <p>1. The provider is responsible for reviewing each line of service by total charges and verifying that the claim lines total the summary line total.</p> <p>2. If there is a data error by the provider, it is the provider’s responsibility to review and make any corrections to the claim line details and submit a replacement/correction claim.</p>
H194.1	Occurrence code indicates Medicare exhausted; claim must be split.	<p>This edit will set on when if the claim submission includes a UB-04 occurrence code that indicates some portion of the member’s Medicare inpatient days are exhausted.</p> <p>1. The provider must review the Medicare EOB (Explanation of Benefits) and split bill the claim; billing the dates of services that were covered by Medicare on a single claim and include a copy of the MEOB.</p> <p>2. Bill, the remaining days not covered by Medicare on a separate claim, billing the dates of services not covered by Medicare due to the inpatient days were exhausted and include a copy of the MEOB.</p> <p>3. If the claim is a direct Medicare Crossover claim the same process listed in steps 1 and 2 will apply.</p>

H199.4	Claim received past 6-month limit	<p>This edit is set to Hold the correction/replacement claim for review to allow the processing team to confirm the original claim receipt date and replacement claim receipt date meets the timely filing period. Providers should submit correction claims as soon as possible to avoid untimely claim denials.</p> <ol style="list-style-type: none"> 1. If the original claim was received within the 6-month period, and the replacement claim was submitted within the 12 months of the clean claim date and edit H199.4 is the only denial on the claim contact provider services (602-417-7670) for assistance. 2. If there are other denial codes that resulted in the denial of the claim, if the provider believes the untimely denial is in error, contact provider services (602-417-7670) for assistance.
H204.2	Duplicate check failed; duplicate claim	<p>This edit will be presented on a UB-04 claim submission when an AHCCCS paid claim is on file for the same date or overlapping dates of service, billing codes and provider ID number.</p> <ol style="list-style-type: none"> 1. Review your prior remittances or Online portal to identify the paid claim against the denied claim. 2. If both claims match no action is required. If the provider is billing missed or late charges, this must be submitted as a replacement claim by the provider. 3. If the provider intended to submit a corrected claim but failed to include the original claim number, please submit a corrected claim with the correct claim number.
H204.3	Duplicate check failed; date crossover duplicate claim.	<p>This edit will be presented if there is a paid claim on file for the same provider, dates of services and charge amount.</p> <ol style="list-style-type: none"> 1. The provider must check their payment details either using their Remittance advice or AHCCCS Online Portal.
H216.1	Recipient Not Eligible/Enrolled for Entire DOS; Invalid Eligibility	<p>This edit will present if the member was not enrolled Fee for Service (FFS) for the entire dates of service listed on the claim.</p> <ol style="list-style-type: none"> 1. Verify the member's enrollment for the dates of services. 2. If it is determined that the member had eligibility for specific dates only, submit a corrected claim with only the dates of service that the member has eligibility with FFS.
H218.4	Service not covered for ESP (Federal Emergency Services) must be an emergency	<p>Members enrolled in the FES program; prior authorization cannot be required for emergency services. Each time emergency services are delivered to an FESP member, the federal criteria for an emergency medical condition must be met for the claim to be considered for payment.</p> <ol style="list-style-type: none"> 1. If the emergency indicator field on the CMS 1500 or the Admit type on the UB-04 is not billed as an

		<p>“emergency” the claim will be denied.</p> <p>2. Providers must check the emergency indicator or admit type information. If these fields are not billed correctly, the provider must submit a replacement/correction claim and reference the original claim number.</p>
H220.3	Prior authorization mismatch	<p>This edit will present if the information on the claim submission does not match the details of the approved prior authorization.</p> <p>1. The provider must check the claim details and the prior authorization to determine what is prompting the discrepancy which may be but not limited to the dates authorized, CPT/HCPCS, Provider id, etc.</p>
H225.3	Medicare /Third Party Liability (TPL) Only Medicare Part B on file.	<p>This edit will present if the member has Medicare Part B coverage only for the dates of services, the claim service is billed on the UB-04 and services are for an inpatient facility I.e., SNF, hospital or psychiatric stay.</p> <p>1. The provider must verify the member’s Medicare coverage information using the AHCCCS Online Provider Portal.</p> <p>2. All Medicare eligible Part B charges must be submitted to Medicare Part A and B before the claim can be considered by AHCCCS.</p> <p>3. Submit the claim with all charges and include a copy of the Medicare Part B Explanation of Benefits (MEOB) for coordination of payments.</p> <p>4. If the claim has been submitted but is missing the MEOB, providers can use the Transaction Insight Portal (TIBCO) to upload a copy of the MEOB for processing. A replacement claim is not required if there are no changes to the claim details.</p>
H253.1	Category of service provider is not authorized to bill	<p>This edit will set if the CPT/HCPCS/Revenue code billed is not covered under the provider’s assigned Category of Services (COS). All CPT/HCPCS/Revenue codes are assigned a COS in the AHCCCS processing system. If a service code falls under a COS that is not listed under the provider’s profile, this will result in a denial of the claim.</p> <p>1. The provider should check the assigned category of services under their NPI number, this can be done using the AHCCCS Online Provider Portal > select the Provider Verification tab > COS to view the list of categories assigned to the provider.</p> <p>2. If the COS is present, check the effective date to confirm if the COS was effective for the date of service and if yes, contact provider services 602-417-7670 to have the claim reprocessed.</p> <p>3. If the COS is not listed, the provider must submit a request via APEP to add the required COS to the provider’s profile.</p>

H310.5	DRG Processing Edits III; Principal Diagnosis (PDX) Invalid as Discharge diagnosis	<p>This edit will present if there is a coding error All Patient Refined DRGs (APR-DRG) which results in failure to assign an APR-DRG value for newborn claim processing and reimbursement.</p> <ol style="list-style-type: none"> 1. This claim Edit may be prompted by other denial errors identified on the claim and cannot be reprocessed. 2. The provider must review all denial edits on the claim and make the appropriate corrections and submit a correction/replacement claim.
H482.1	NPI missing or invalid, field is missing	<p>The participating provider reporting information was not entered on the claim.</p> <ol style="list-style-type: none"> 1. Providers must review the claim submission and submit a correction/replacement claim.
H482.7	NPI missing or invalid, not valid for provider	<p>The participating provider reporting information was entered incorrectly or is in an invalid format. The biller must review the claim and resubmit a replacement/correction claim.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. The participating provider information was not entered. 2. NTE:XX1234567890, NTE should not be added to field 19 (invalid format). 3. The qualifier code XX and NPI was entered but the provider is not registered with AHCCCS. 4. The XX qualifier code was entered for a non-registrable provider type with (9999999999). 5. The group NPI was entered incorrectly as the participating provider.
L001.1	Procedure Code Field is Missing	<p>This edit will be presented on the CMS 1500 and outpatient UB-04 if the CPT/HCPCS code field was not entered on the claim.</p> <ol style="list-style-type: none"> 1. Providers must review their claim submission to verify if the CPT/HCPCS code was entered on the claim, in the correct format, and is a valid five-digit CPT or HCPCS code. 2. AHCCCS data entry errors, providers can contact Provider Services 602-417-7670. 3. Provider billing errors, submit a replacement / correction claim with the correct/valid five-digit CPT or HCPCS code.
L013.1	Claim Service Not Covered by AHCCCS	<p>This edit checks for verification of benefits and will present if the service billed is not covered under the recipient's contract / plan that is in effect on the date of service.</p> <ol style="list-style-type: none"> 1. No claims resubmission is required as the service billed is not a Medicaid reimbursable service.

L013.5	Claim Service Requires prior authorization (PA), no PA found	<p>This edit will present when a prior authorization is required, and no PA is on file or there is a discrepancy between the services authorized on the PA and the services billed on the claim.</p> <ol style="list-style-type: none"> 1. Providers must verify that a PA is on file and is a match for the CPT/HCPCS, Revenue codes, dates of service (DOS), provider ID number. If the prior authorization was entered after the processing of the claim, resubmit the claim for processing. 2. If there are discrepancies on the PA details or the claim, the provider will need to submit a PA Correction Form or corrected claim depending on what the provider deems appropriate. 3. If submitting a PA Correction Form- upload and attach the document to the PA case number using the AHCCCS online provider portal.
L016.3	Category of Service Provider is Not Authorized	<p>All CPT/HCPCS/Revenue codes are assigned a specific Category of Service (COS) in addition to TH provider type. Providers can verify the assigned COS using the AHCCCS Online Provider Portal > Provider Verification tab.</p> <ol style="list-style-type: none"> 1. Check which code is denied for COS, by reviewing the claim details on the remit or via the AHCCCS Online Provider Portal. 2. If you verify the coding is accurate, contact Provider Enrollment to update the Category of Service (COS) to have the COS added to the provider profile. 3. Upon updating the Category of Service listed in the provider profile you can resubmit the claim, please note all claim corrections must be submitted within timely filing period
L018.1	HCPCS Procedure /Place of Service Invalid Combination of Codes	<p>This edit sets if the provider has entered a place of service code that is not valid with the CPT/HCPCS code billed.</p> <ol style="list-style-type: none"> 1. The provider can review the details of the claim via the AHCCCS Online Provider Portal or the remittance advice. 2. Review the claim details with your coder/biller and submit a correction/replacement claim.
L019.5	Diagnosis code #1 Is not on file.	<p>The diagnosis code entered may be invalid or may require additional characters.</p> <ol style="list-style-type: none"> 1. Paper claim submission, check to verify if the DX code was data entered correctly, if not the CS must send the claim for correction. 2. If the provider entered an invalid diagnosis code; the provider must review their records to determine what the correct diagnosis code should be and then submit a correction claim.
L028.1	Diagnosis reference #1 not covered by AHCCCS	<p>The diagnosis code entered is not covered by AHCCCS.</p>

		<ol style="list-style-type: none"> Paper claim submission, check to verify if the DX code was data entered correctly, if not the CS must send the claim for correction. If the provider entered an invalid diagnosis code, the provider must review their records to determine what the correct diagnosis code should be and then submit a correction claim if applicable.
L028.3	Diagnosis #1 Not Covered for Contract Type	<p>This edit will present if the ICD-10 Diagnosis code in Field #1 is not covered by AHCCCS.</p> <ol style="list-style-type: none"> Every procedure or diagnosis code is not covered by the program. Review the diagnosis code(s) to identify any errors, refer the claim to the biller/coder for review. Submit a correction/replacement claim if appropriate.
L029.1	Diagnosis reference #2 not covered by AHCCCS	<p>This edit will present if the ICD-10 Diagnosis code in Field #2 is not covered by AHCCCS.</p> <ol style="list-style-type: none"> Every procedure or diagnosis code is not covered by the program. Review the diagnosis code(s) to identify any errors, refer the claim to the biller/coder for review. Submit a correction/replacement claim if appropriate.
L046.1	Non-Emergency Dental for Recipients Over 20 years Not Covered by AHCCCS.	<p>This edit will set when the dental service is for a member over the age of 21 years and the dental service is not identified as an emergency dental care and emergency extractions per policy.</p> <p>Benefit details: For adult members (21 years of age and older), effective date of service 10/1/17, in accordance with A.R.S. 36-2907, an emergency dental benefit has been granted in an annual amount not to exceed \$1,000 per member per contract year (October 1st to September 30th) for emergency dental care and emergency extractions.</p> <p>A dental emergency covered by this benefit is defined as an acute disorder of oral health resulting in severe pain and/or infection from pathology or trauma.</p> <ol style="list-style-type: none"> If the claim service meets the above criteria, the provider must review the claim to determine if the services were billed as an emergency services claim. The provider must correct any claim submission errors and resubmit the claim with the required documentation for review.
L050.1	Recipient Enrolled in Plan for Entire Service Date Span	<p>This edit will present if the claim was submitted to AHCCCS FFS in error. The edit denial will also indicate the name of the plan the member is enrolled with.</p> <ol style="list-style-type: none"> Verify the members' health plan enrollment on the dates of services billed. Also check if the member's

		<p>enrollment was changed during the DOS span billed on the claim or after the claim was processed.</p> <p>2. Submit the claim to the appropriate health plan for consideration.</p>
L050.3	Recipient Enrolled in Plan That Does Not Allow Payment.	<p>This edit will present if the member is enrolled in a Medicare Savings Program. AHCCCS SLMB-PART B BUY-IN is strictly a Medicare Savings Program that pays Medicare Part B premium. No claim payments are made by AHCCCS Administration.</p> <p>Providers should not submit claims to AHCCCS Fee for Service (FFS) on behalf of Specified Low-Income Medicare Beneficiary (SLMB) and OR QI1-PART B BUY-IN (QI1) members.</p>
L054.1	Non- FFS reimbursement type; provider not authorized to bill for service.	<p>This edit will set if the provider has a service restriction or may not be fully enrolled with AHCCCS.</p> <ol style="list-style-type: none"> 1. The AHCCCS assigned 6-digit provider number indicates the provider is enrolled as a Referring Provider (RP) type only and is listed on the claim as a service/rendering provider in error. 2. If the RP/OP enrollment status has been updated to reflect the provider is fully enrolled provider and is assigned a provider type other than RP/OP. 3. Check the effective date of the provider's enrollment change to full status with the date of service billed on the claim. If the service date is on or after the provider's status changes, the claim can be reprocessed. This information can be verified using the AHCCCS Online Provider portal – Provider Verification tab. 4. If the date of service is prior to the provider becoming fully credentialled, no action can be taken. 5. If the provider disagrees with the date change, have your provider credentialing team check the information that was submitted to APEP and if a correction is needed, a modification can be submitted via APEP.
L067.1	Recipient has Medicare Part B coverage, Medicare data missing	<p>This edit will present if the member has Medicare Part B coverage only, and the required MEOB was not submitted with or attached to the claim for processing.</p> <ol style="list-style-type: none"> 1. Check the claim details, verify if the MEOB was submitted with the claim. 2. If the MEOB was not included with the initial submission, and there are no changes to the billing/charges, simply attach a copy of the MEOB using the claim reference number via the Transaction Insight Portal (TIBCO).
L069.1	Recipient Has Other Insurance; TPL Data Must Be Indicated, Is Missing	<p>This edit will present if the AHCCCS system indicates the member has a primary payer (TPL) which needs to be billed prior to AHCCCS. providers should always do benefits eligibility checks before appointments to reduce denials.</p>

		<ol style="list-style-type: none"> 1. Verify if the claim was submitted with the TPL payment information on each line of service (CMS 1500/ADA). 2. If the EOB was not included with the initial submission, and there are no changes to the billing/charges, simply attach a copy of the primary payer's EOB for processing. 3. Use the AHCCCS claim reference number as your attachment number via the Transaction Insight Portal (TIBCO).
L076.1	Claim received past 9 Month limit	<p>This edit will be presented if the receipt date is after the 6-month timely filing period and is triggered by the date of service entered on the claim form. An initial claim for services provided to an AHCCCS member must be received by AHCCCS no later than 6 months after the date of service unless the claim involves retro-eligibility.</p> <ol style="list-style-type: none"> 1. Review the date of service(s), if there is a typo, i.e., date of service or year, submit a correction claim. 2. If the dates of services are correct and the claim was submitted past the timely filing, no action can be taken at the claims level.
L076.4	Claim received past 6-month limit.	<p>This is a timely claim submission edit that is triggered by the date of service and the date the claim was received.</p> <ol style="list-style-type: none"> 1. If the claim is a replacement/correction claim and the submitter failed to reference the original claim number, this will cause the claim to fail with this edit. 2. The submitter must verify if there is an original claim on file and if so, submit a correction claim referencing the original claim number to avoid untimely claim submission denial.
L077.1	Service provider status not Active; Not authorized to bill	<p>The edit will set if the provider is Terminated, or the date of service billed is prior to the provider's effective or begin date with the program.</p> <ol style="list-style-type: none"> 1. The provider must verify the provider's effective date billed on the claim, this can be done via the AHCCCS Online Provider portal. 2. If the provider determines the provider's effective date is incorrect, the provider must submit a modification request via the APEP system. 3. No action can be taken on the claim until the provider's information is corrected.
L078.1	Billing provider status, not active; not authorized to bill for service	<p>This edit will be presented when the Billing Provider NPI listed on the claim is not active for the date of service. The provider should check the following information for the group NPI ID and if needed complete the revalidation process and provide the required information via AHCCCS Provider Enrollment Portal (APEP).</p>

		<p>A provider must revalidate their enrollment every four years to maintain Medicaid billing privileges. AHCCCS reserves the right to request off-cycle revalidations.</p> <p>During the revalidation process the provider is subject to the same screening and disclosures captured during the initial enrollment. Based on provider type the screening requirements could include an enrollment fee, site visit, and fingerprint criminal background check.</p> <ol style="list-style-type: none"> 1. The Group Billing provider (NPI) has failed to re-enroll or revalidate their enrollment. 2. The Group Billing provider NPI was not active on the date of service billed.
L079.1	Provider has service restriction; claim disallowed.	<p>This edit may be set for multiple reasons based on the provider's enrollment status.</p> <ol style="list-style-type: none"> 1. If the provider failed to re-enroll/revalidate. 2. If the provider has a service restriction based on the CPT/HCPCS code submitted on the claim. Customer service can view the restricted codes on the reference table (PR055).
L081.1	Duplicate Check Failed; Near Duplicate Claim	<p>This edit will be presented when the AHCCCS system has identified a claim paid for similar services.</p> <ol style="list-style-type: none"> 1. The AHCCCS claims system has an approved/paid claim on file with the same member ID, procedure code and date of service on file. 2. Verify if another claim was submitted on behalf of the member with the same codes, same date of service (DOS) or by the same service provider. Any of these will trigger this denial. 3. This is a valid denial unless a distinct service was provided to the member and was billed with a different modifier. 4. If duplicate services are being billed on multiple lines/claims, then a corrected claim will be required. If the same procedure is provided multiple times on the same date of service, enter the procedure only once. Use the Units field to indicate the number of times the procedure was performed. 5. Please review the claim information and resubmit as appropriate.
L081.2	Duplicate Check Failed; Duplicate Claim	<ol style="list-style-type: none"> 1. This edit will be presented when the AHCCCS system has identified a paid claim. 2. If there is another claim which has been approved and paid by AHCCCS with the same procedure code or date of service, and/or member information. 3. Verify if another claim was submitted on behalf of the member with the same codes, same date of service (DOS) or by the same service provider. This is a valid denial unless a distinct service has a different modifier. 4. If duplicate services are being billed on multiple lines/claims, then a corrected claim will be required. 5. Please review the claim information and resubmit it as appropriate if it is within timely filing guidelines.

L083.2	Prior Auth is Pended	<p>This edit will present if there is a prior authorization on file in a Pend status at the time the claim was processed.</p> <ol style="list-style-type: none"> 1. If the PA has been approved, resubmit the claim for processing. 2. If the PA is in a Pend status, review the comments section on the PA portal to confirm if the PA team requires additional documentation to finalize the PA request. Use the “attachment” tab on the PA case number to upload the necessary documents for PA review. 3. If the PA was submitted in error and is not required for the services, the Pended authorization must be Revoked by the provider before the claim can be processed.
L088.1	Non-Emergent transportation requires prior authorization, prior authorization not found	<p>This edit will be presented if the service / CPT (Current Procedural Terminology) code billed requires prior authorization and the system was unable to find a prior auth that matched the details of the claim at the time the claim was processed.</p> <ol style="list-style-type: none"> 1. The provider should use the AHCCCS Online Provider portal to verify if a PA is on file that is a match for the claim details, member, date of service, CPT/HCPCS codes and units to include mileage. 2. If the provider submitted the claim before the approval of the PA, they must resubmit it to include the AHCCCS daily trip report.
L096.1	Out of State (Non-IHS) provider not authorized to bill	<p>This edit will be presented when the provider’s street address is either missing or out of state. Excluding those listed below in step #3.</p> <ol style="list-style-type: none"> 1. Check if the provider has a valid in-state service address on file in PMMIS. 2. Is the provider service address within AZ, CA, CO, NV, or UT. 3. a. If the service addressed listed on the claim submission is outside of one of the 5 states listed above then the service 4. The service must be an “emergency” or have an accompanying Prior Authorization.
L099.1	Recipient Not Eligible /enrolled For Entire DOS; Invalid Eligibility	<p>This edit is set to check the members eligibility for the date of service span listed on the claim form.</p> <ol style="list-style-type: none"> 1. Verify the member’s eligibility and the dates of service billed on the claim. 2. If the member is not enrolled for the entire date of service billed on the claim, then submit a corrected claim and only bill for the dates of service that the member is enrolled.

L101.4	Service not covered for ESP recipients. must be an emergency claim or PA	<p>This edit will be presented when the member is enrolled in the Federal Emergency Services program and the claim was not marked as “emergent.”</p> <ol style="list-style-type: none"> 1. The provider must check the claim form to verify if the claim was billed with the appropriate emergency indicators. (a). CMS1500, ensure there is a “Y” in EMG field #23 if appropriate. 2. Submit a corrected claim as necessary upon reviewing the original submission and mark the appropriate indicator. All claims must be submitted within the timely filing guidelines.
L103.5	Not entitled to behavioral health service; Inappropriate Contract type	<p>This edit will be presented when the member is enrolled in an ACC (AHCCCS Complete Care) plan, the services are for behavioral health and the claim was submitted to Fee-for-Service in error.</p> <ol style="list-style-type: none"> 1. Use the AHCCCS Online Provider Portal to verify which plan the member is enrolled with for the date of service. 2. If the member is enrolled with an AHCCCS Complete Care plan, verify the behavioral health site the member is enrolled with by selecting the BHS site tab at the top of the web page and submit the claim to the correct payer listed on the BHS site tab.
L112.1	Modifier #1 not Valid for Procedure; Invalid Combination of codes	<p>This edit will present if the CPT/HCPCS and Modifier #1 is not a valid billing combination. As coding and billing guidelines change, providers should be familiar with coding changes and their impact on billing.</p> <ol style="list-style-type: none"> 1. The biller/coder should review the claim details CPT/HCPCS codes with their coding team to determine the correct action to take to correct the claim. 2. Providers can view the claim details via the AHCCCS Online Provider portal or their remittance advice. 3. The provider may be required to submit a correction/replacement claim using the correct modifier and resubmit the claim.
L119.1	No rate schedule found for provider type; not authorized to bill for service	<p>This denial may appear on a claim if the practitioner billed a CPT code that is not covered or listed for their specific provider type.</p> <ol style="list-style-type: none"> 1. Review the claim to identify the CPT/HCPCS code that failed. 2. If an incorrect code was billed, submit a corrected claim. 3. Providers can submit a request to add a code to their provider type by completing the Reference Table Review. 4. Update (RTRU) form if the code is valid for their respective provider type. 5. Providers can submit a request to add a code to their provider type by completing the Reference Table Review Update (RTRU) form if the code is valid for their respective provider type. a. https://www.azahcccs.gov/PlansProviders/Downloads/MedicalCodingResources/RTRU.docx

L120.1	Non-IHS provider with revenue code 100-101; Not authorized to bill for service	<p>This edit will present if the provider is not a recognized/designated IHS/638 tribal provider and the incorrect revenue code was billed.</p> <ol style="list-style-type: none"> 1. The provider must review the claim and submit a correction/replacement claim with the appropriate revenue codes for consideration. 2. This claim cannot be sent back for reprocessing.
L127.1	Billing provider not valid Group ID; Invalid combination of codes referring to the (Service provider NPI and Group NPI numbers)	<p>This denial edit will be presented when the service provider's NPI is not linked to the group billing provider's NPI listed on the claim.</p> <ol style="list-style-type: none"> 1. Verify If the service provider's NPI and the group billing NPI numbers are linked (must be linked since at least the date of service on the claim). 2. Verify If the service provider's NPI and the group billing NPI numbers are linked (must be linked since at least the date of service on the claim). a. If they are linked, but not as early as the date of service listed on the claim then the provider will need to request the effective begin date to be backdated to the date of service via AHCCCS Provider Enrollment Portal (APEP) using a "Modification Request." 3. If the service provider's NPI and the group billing NPI number are not linked in the AHCCCS Provider Enrollment Portal (APEP) system, then the provider must update this information with the Provider Enrollment Unit. A service ticket will need to be submitted with the request to link the IDs. To submit this ticket please email servicedesk@azahcccs.gov
L137.1	Recipient is QMB ONLY; Invalid eligibility	<p>QMB Only – a Qualified Medicare Beneficiary under the Federal QMB program. This is a person who qualifies to receive Medicare services only and cost-sharing assistance known as QMB.</p> <ol style="list-style-type: none"> 1. AHCCCS can reimburse the provider for the Medicare deductible, coinsurance, and copay. 2. A copy of the Medicare Explanation of Benefits is required for consideration of the cost-sharing portion. 3. If Medicare denies the service and upholds the denial upon the provider's appeal, then AHCCCS makes no payment. Refer to Arizona Administrative Code (A.A.C.) R9-29-301. <p>Balance billing of QMBs is prohibited by Federal Law. Section 1902(n)(3)(B) of the Social Security Act, as modified by Section 4714 of the Balanced Budget Act of 1997, prohibits Medicare providers from balance billing QMBs for Medicare cost sharing.</p>
L140.9	Practitioner NCCI Edit Correct	This is a National Correct Coding Initiative Edit (NCCI) denial. The NCCI edits are based on claims with the same

	Coding Col 1 Code paid	<p>date of service, same provider, and same recipient.</p> <p>Each edit has a “Column One” and “Column Two” for HCPCS and/or CPT codes. If a provider reports the two codes in an edit pair on a claim or on separate claims, the Column Two code is denied and the Column One code is eligible for payment.</p> <ol style="list-style-type: none"> 1. The provider / biller will need to refer the claim to their professional coder for review.
L144.1	Please Contact TRBHA; Possible Subvention	<p>This edit will present if the CPT/HCPCS codes billed on the claim may be covered by a TRBHA/RBHA.</p> <ol style="list-style-type: none"> 1. The provider must contact the member’s assigned TRBHA to verify if the service is covered. 2. Submit a corrected claim if necessary.
L183.1	HCPCS & POS Not Allowed for Contract Type, Unacceptable with AHCCCS Policy	<p>This edit will be presented when the HCPCS or Place of Service code listed on the claim are not allowed.</p> <ol style="list-style-type: none"> 1. Per the AHCCCS Fee-For-Service Provider billing manual Chapter 18, only emergency services are covered. Only services that fully meet the federal definition of an emergency medical condition will be covered. Services may be medically necessary but may not meet this definition for FESP. 2. Per AHCCCS claim submission guidelines, all FES (Federal Emergency Services) claims must be submitted with the appropriate “emergency” indicator and place of service.
L207.1	Failed MUE Edit, MUE units of service	<p>This edit will be presented when a Medically Unlikely Edit for a HCPCS / CPT code exceeds the maximum units of service that a provider would report under most circumstances on a single date of service.</p> <p>Billers/Coders should review the claim to determine appropriate coding and can also refer to the CMS NCCI Medically Unlikely Edits website for additional information.</p>
L208.1	Diagnosis #1 not covered by AHCCCS	<p>This edit will present if the diagnosis code submitted is for a non-covered Medicaid service. Example, the Medicaid program does not cover services for Female Infertility, therefore diagnosis code N97.9 would flag as a non-covered diagnosis and the claim will appropriately deny.</p> <ol style="list-style-type: none"> 1. The provider must review the medical documentation to determine the appropriate diagnosis code was submitted, if it is determined that the diagnosis code was billed the denial is correct and no action will be taken.
L210.2	Trip report required, trip report missing	<p>This edit will be presented when the AHCCCS Daily Trip Report is not attached to the initial claim submission.</p> <ol style="list-style-type: none"> 1. Upload the missing trip report using TIBCO and reference the claim number to attach the report
L210.4	Trip Report Required, Trip	This edit will be presented for NEMT (Non-Emergency Medical Transportation) transportation services and the

	Report Not Received	<p>AHCCCS Daily Trip Report is not attached to the claim.</p> <p>1. Upload the missing trip report using TIBCO and reference the claim number to attach the report.</p>
L226.1	No visit found for claim line, field is missing	<p>The claim details must match the Aggregator visit details and the visit must be in Verified status. The provider must review the details in the EVV system.</p> <p>The error originates in the provider's EVV system, the provider must review their data to determine the error.</p> <ul style="list-style-type: none"> • Review visits in Aggregator for accuracy. • If the visit is not in Verified status, review the exception, and send a visit update, correcting appropriate value or acknowledging the appropriate exception. • If the visit is in Verified status, but the visit details do not match the claim details, either the claim must be changed, or the visit must be updated. • After the visit is updated, and in Verified status, the claim can be resent.
L227.1	Claim line failed for unmatched unit field is missing	<p>This edit will present for an Electronic Visit Verification (EVV) service was billed. The claim details must match the Aggregator visit details and the visit must be in a Verified status.</p> <p>The provider must review the details in the EVV system, here are some examples of data to review.</p> <ol style="list-style-type: none"> 1. Review the visit in Aggregator, to confirm the units match the units claimed. 2. If the Aggregator visit has incorrect units, confirm the In and Out times are correct. 3. Update the visit or claim accordingly.
L231.2	Must Bill Regional Behavioral Health Authority (RHBA)	<p>This edit will present when the diagnosis code billed is for behavioral health, the member is enrolled with a RHBA, and the service may be covered by the RBHA.</p> <ol style="list-style-type: none"> 1. Verify member's behavioral health site enrollment throughout the dates of service (DOS) span listed on the claim. 2. If the member is enrolled with a RHBA, please submit the claim to the RHBA for processing.
L236.4	Each Date of Service (DOS) Must Be on A Separate Service Line	<p>This denial edit identifies a provider billing/coding error which overlaps multiple dates of services.</p> <ol style="list-style-type: none"> 1. The biller cannot overlap multiple dates of services on a single claim line on the CMS 1500 and 2024 Dental claim forms

		2. The biller must review the claim and submit a correction/replacement claim.
P001.5	Tier Based Edit (Header level); Psych Tier – Service covered under DH	<p>This edit will present if the inpatient facility claim is billed with a mental health diagnosis code and the member is enrolled in the Federal Emergency Services program and the member has a Serious Mental Illness (SMI) designation.</p> <ol style="list-style-type: none"> 1. The provider must check the member’s behavioral health enrollment via the AHCCCS Online provider portal. 2. Search steps: Select Member Verification > Behavioral Health Services. Under the heading Behavioral Health Services category, if SMI is listed, submit the claim to the RHBA / TRBHA on record.
V003.5	Valuation / Pricing edit; No rate schedule found - mandatory	<p>This edit will present if the claim service does not meet certain billing criteria.</p> <p>For example, if the provider does not have the CPT/HCPCS code listed for their specific provider type, or if the facility or provider type is not allowed to bill for the service.</p>
V009.3	Service limit edit; By Report line limit exceeded	<p>This edit is a frequency edit and will present when the total service units billed exceed the daily, weekly, or monthly limits.</p> <ol style="list-style-type: none"> 1. Providers should review the HCPCS/CPT Procedures Daily Limits Guidelines if the total units billed exceed the limit, a correction claim may be required not to exceed the approved limits.
AD035	No Coinsurance/Deductible Due on Service	<p>This is a manual claim denial and is used to identify if the individual claim line does not show a coinsurance, deductible or copay amount due.</p> <ol style="list-style-type: none"> 1. If the claim is a Medicare crossover claim or a direct claim submission by the provider and the line item does not show a cost sharing amount due no action can be taken at the claims level. 2. The provider must review the details of the Medicare Explanation of Benefits (MEOB) to determine their next step. The provider is responsible for submitting documentation that warrants reprocessing of the claim, a copy of the MEOB is required and must include a copy of the Medicare remark codes summary page. If this information is not on file, the provider can upload the documents via the Transaction Insight portal. 3. The provider must review AHCCCS guidelines (FFS Provider Billing Manual – Chapter 8 Medicare) for secondary Medicare claims processing based on the member’s Medicare plan enrollment. This can be done via the AHCCCS Online Provider Portal. 4. If the CPT/HCPCS code requires prior authorization, verify that an approved authorization is on file for the service.

		5. After completing these steps and the claim now meets the criteria for reconsideration.
AD366	Attending Provider ID Test; Provider Type Cannot be Attending Provider	<p>This is a manual claim denial, based on the review of the claim by the adjudication team, the attending provider was not active on the service date.</p> <ol style="list-style-type: none"> 1. The provider must verify the provider's effective date of enrollment using the AHCCCS Online Provider portal. 2. If the date of service is prior to the effective date, no action can be taken at the claims level. 3. If the provider's effective date has been corrected and is now active for the date of service, the provider can resubmit the claim or contact provider services for assistance. 4. If the provider disagrees with the effective date, the provider must contact provider enrollment to resolve the discrepancy.
AD962	Referring/Ordering Provider NPI is Missing	<p>This edit is a manual claim denial, based on the review of the claim by the adjudication team.</p> <ol style="list-style-type: none"> 1. The referring / ordering provider must be registered with AHCCCS FFS or the claim will deny due to the provider's NPI number is not on file. 2. The provider must verify the referring / provider information, this can be done via the AHCCCS Online Provider portal. 3. If the date of service is prior to the provider's enrollment, no action can be taken. 4. If the provider's information has been updated, the provider can resubmit the claim for consideration.
MD034	Emergency Criteria Not Met	<p>This is a manual claim denial entered by the medical review team.</p> <ol style="list-style-type: none"> 1. This denial identifies that the services based on the review of the medical documentation did not meet the federal definition of an "emergency" service under the FESP program and no further action can be taken. 2. "Emergency medical or behavioral health condition" for a FESP member means a medical condition (including labor and delivery) or a behavioral health condition manifesting itself by acute symptoms of sufficient severity, including extreme pain, such that the absence of immediate medical attention could reasonably be expected to result in: 1. Placing the member's health in serious jeopardy; 2. Serious impairment to bodily functions; 3. Serious dysfunction of any bodily organ or part; or 4. Serious physical harm to self or another person (for behavioral health conditions). 3. Only services that fully meet the federal definition of an emergency medical condition will be covered. Services may be medically necessary but may not meet this definition for FESP.

MD041	No medical documentation submitted.	<p>This is a manual edit set by the medical review team.</p> <ol style="list-style-type: none"> 1.The provider must submit the medical/clinical/behavioral health documentation for medical review. 2. The provider should not resubmit the claim if there are no changes in coding or charges. The documentation can be uploaded via the Transaction Insight Portal. 3. The AHCCCS 12-digit claim number is used as the attachment/linking control number.
SD208	Trip Report Not Received	<p>This is an informational denial edit that directs the provider to submit a copy of the AHCCCS Daily Trip Report.</p> <ol style="list-style-type: none"> 1. If there are no changes to the claim details, date of service, codes, miles, and the only document required is the AHCCCS NEMT Daily Trip report, the document can be uploaded via the Transaction Insight Portal. The AHCCCS 12-digit claim reference number can be used as the “attachment/linking” control number. 2. The AHCCCS DTR is required with each NEMT claim submission.

