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Medicaid Alert

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TO: Providers of Intensive In-Home, Behavioral Assistance, Mobile Response Stabilization and Child Clinic Case Management (Youth Case Management) Services - **For Action**
Health Maintenance Organizations – **For Information Only**

SUBJECT: **New billing procedures for processing claims denied by Error Codes 380 and 970.**
Update on status of Denial Error Code 800

EFFECTIVE: Immediately

PURPOSE: The purpose of this Alert is to notify the above providers of new (temporary) billing procedures. These temporary billing procedures will ensure proper payment of claims now being denied by Error Codes 380 and 970. This Alert is also intended to notify the same providers that the problem with Error Code 800 has been resolved.

BACKGROUND: Certain claim payments for intensive in-home services, behavioral assistance services, mobile response stabilization services and child clinic case management (youth case management) services are being denied by Error Codes 380 and 970 for managed care and other insurance, respectively. Provided all other claim requirements have been met, DCBHS has determined that denying payments for these services with Error Codes 380 and 970 is inappropriate.

To ensure proper payments, the Division of Medical Assistance and Health Services (DMAHS), in cooperation with DCBHS, is implementing new billing procedures to bypass Error Codes 380 and 970 until modifications to the State's claims processing system can be completed.

ACTION: **EFFECTIVE IMMEDIATELY** claims for intensive in-home services, behavioral assistance services, mobile response stabilization services and child clinic case management (youth case management) services denied by Error Codes 380 and 970 must be resubmitted to Unisys until further notice, using the billing procedures described below. Providers will be notified once the system modifications have been completed and they may resume using Unisys routine billing procedures.

In the meantime, providers shall follow the procedures outlined below.

1. Claims denied by Error Codes 380 and 970:

Resubmit these claims to:

Unisys Corporation
P.O. Box 4808
Trenton, NJ 08650-4808

Providers must write “Attention: CBHS Special Handling”
on the outside of the envelope in RED ink.

2. Claims denied by Error Code 800:

Those claims previously denied by Error Code 800 are being reprocessed by DMAHS. Therefore, **providers should not resubmit those claims to Unisys.** Please note that modifications to the claims processing system have been made to prevent a similar problem from happening in the future with Error Code 800.

If you have any questions concerning these billing procedures, please do not hesitate to contact Victor Lee in the Office of Provider Relations at (609) 588-4690.

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