

Interpreter Services Sign Language

Duplicate claims

Background

ProviderOne is designed to deny duplicate claims to protect against both human error and fraud. Sign language jobs are unique, and a client could have multiple appointments in one day or require an interpreter team at their appointments. ProviderOne logic is designed to deny or suspend the claims as duplicate submissions when a claim is submitted that falls under one of these scenarios, ProviderOne.

Use of SCI=RI

ProviderOne has a bypass code called Special Claims Indicators (SCI). One specific SCI that can be used to prevent your claim from being denied or suspended as a duplicate is SCI=RI. If you are billing for one of these scenarios and it is truly not a duplicate, you must add **SCI=RI** in the claim notes section. This will indicate to the ProviderOne system to bypass the duplicate denial logic and pay the claim.

Using this bypass code on a claim you enter in ProviderOne means you agree that the claim is not being submitted fraudulently. This means you have verified the claim is not a duplicate, and that there was more than one service rendered for the specific date of service.

***By using this code, you are acknowledging that the claim is not a duplicate and is not fraudulent.**

When not to use SCI=RI

Sometimes a claim denies as duplicate against another claim (referred to as a TCN in ProviderOne) that was partially paid (some codes paid but others denied).

In these cases, you **must not** use SCI=RI to bypass the duplicate denial. This would be considered an inappropriate use of the bypass code and may be considered fraud. Instead, you need to adjust the partially paid TCN claim to make any necessary corrections to that specific TCN claim.

More information

Refer to the [ProviderOne Billing Guide](#) for more information on denied claims.

If you have further questions, email the [Interpreter Services](#) team.