Sign Language Denied Claims Desk Aid
Troubleshooting denied claims in ProviderOne

Date of Birth Error		
Error/Remark Code on RA	Error Description	Resources to correct error
• Adjustment reason 02125 • Remark code N329	Recipient DOB Mismatch Missing/incomplete/invalid patient birth date	• Check the original provider request to ensure the DOB was not mis-keyed • If the DOB does not appear to have been mis-keyed, you can check it by: o Checking eligibility in ProviderOne o Contacting Interpreter Services Inbox o Calling our ProviderOne call center at 1-800-562-3022

Procedure Requires Prior Authorization (PA)		
Error/Remark Code on RA	Error Description	Resources to correct error
• Adjustment reason 11120	Procedure Requires Prior Authorization (PA) Precertification/authorization Notification/pre-treatment absent.	Check the PA number you entered. You may see this code if: • The DOS on the claim does not match the DOS on the PA • If the Service Line coding is different o Check for T1013 and correct modifiers o Check the Interpreter request form for a U8 or U9 Mod o If the appointment type is checked for SUD or MH on interpreter request form a 2nd modifier will be required • The PA number is missing or was mis-keyed.

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Procedures Codes are not Covered

Error/Remark Code on RA	Error Description	Resources to correct error
• Adjustment reason 03837 • Remark code N674	Procedure Code(s) are not covered unless T1013 is paid on same claim	This code will be attached to the s0215, T2024, and A0170 when the 11120-denial code is on the claim. Once you fix the error posting on the T1013, the 03837 will no longer appear.

Services Not Covered Under Patients Plan

Error/Remark Code on RA	Error Description	Resources to correct error
• Adjustment reasons 02190 and 02200 • Remark code N192	• This service/equipment drug is not covered under patient's benefit plan • Patient is a Medicaid/Qualified Medicare Beneficiary	• The client's Benefit Service Package does not cover. This means the client has Medicaid but does not have Interpreter Services as a benefit under their coverage.

Client ID Does Not Match

Error/Remark Code on RA	Error Description	Resources to correct error
• Adjustment reason 11010 • Remark code N54	• Prior Authorization Recipient ID Mis-Match • Claim information is inconsistent with pre-certified/authorized service	• The client on the request form/claim does not match the client that was entered in ProviderOne Prior Auth request. • Compare the PA with the claim. Usually this is a data entry error.

Claim is Suspended

Error/Remark Code on RA	Error Description	Resources to correct error
• Error Allocated • Suspended • 98325 • 98326	• Claim is an exact duplicate • Claim is a possible duplicate	• Please refere to the SCI-RI desk aid • The claim has 2 service lines that are the same due to an interpreting team. • There is more than one claim for that client for that date of service.

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Invalid Modifier		
Error/Remark Code on RA	**Error Description**	**Resources to correct error**
• 03390	Modifier Invalid with Procedure Code	Modifier used on this service line does not belong. Example T2024 should only have a U3 modifier, never a secondary modifier
Suspended for Mileage Cap		
Error/Remark Code on RA	**Error Description**	**Resources to correct error**
12028	Units Exceed Maximum Daily Limits for S0215	ProviderOne has a mileage cap. If the mileage on the claim goes above the cap Interpreter Services team will review and may ask for documentation of mileage before releasing for payment.

Note: This desk-aid is intended to assist sign language billers trouble shoot the most common sign language billing errors. Please note this is not a complete list of all possible errors or denials. If you have further questions you can email the Interpreter Services inbox or review the complete ProviderOne Billing and Resource guide.