

PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

Adjusted Claims Submitted Without an Appropriate Claim Change Reason Code Will Be Denied

Effective Date: July 15, 2024

Health Plan(s) Affected: Advantage MD, Employer Health Programs (EHP), US Family Health Plan (USFHP), and Priority Partners

Type of Change: Optum Claims Editing System (CES)

Explanation of Change:

When the appropriate claim change reason code is not added to an adjusted claim with TOB xx7 or xx8, an edit CCRCf will be triggered, resulting in a pre-payment denial. This Optum CES change is based on a requirement from the Centers for Medicare and Medicaid Services (CMS) and goes into effect July 15, 2024 across all Johns Hopkins Health Plans.

- The Medicare Claims Processing Manual, Chapter 1, Section 130.1 - General Rules for Submitting Adjustment Requests states, "The provider submits all adjustment requests as bill type xx7 or xx8."
 - Section 130.1.2.1, Claim Change Reason Codes, states the provider must submit one of the claim change reason codes with each adjustment request.
 - Section 130.1.2.1 further states, "The claim change reason code is entered as a condition code on the hard copy Form CMS-1450 or the electronic equivalent. For reason codes D0-D4 and D7-D9, the biller submits a debit-only adjustment request, bill type xx7. For reason codes D5 and D6, it submits a cancel-only adjustment request, bill type xx8."
 - Section 130.1.2.2, Edits on Claim Change Reason Codes, states "If the type of bill is equal to xx7 and the claim change reason code is not equal to D0-D4, D7-D9, or E0, the FI rejects the request back to the provider" and "If the type of bill is equal to xx8 and the claim change reason code is not equal to D5-D6, the FI rejects the request back to the provider."
 - [Medicare Claim Processing Manual, Chapter 1, Sections 130.1-130.1.2.2*](#)

In short: the adjusted claim will be denied for payment when an incorrect claim change reason code is entered to an adjusted claim with TOB xx7 or xx8.

If you have any questions, please contact our Provider Relations team at 888-895-4998 (Option 4) or your Provider Relations network manager directly.

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