

# CBO DISPATCH

The “B” means BUSINESS

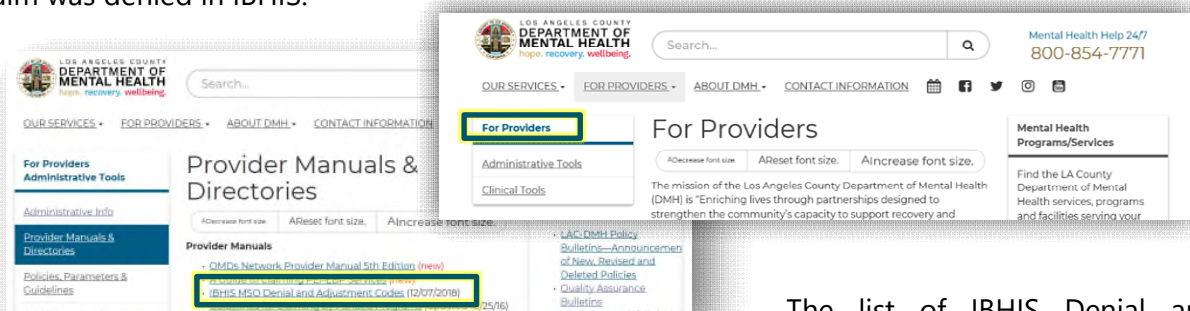
CBO Dispatch No.: NGA 19-002R2

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## Updated Medi-Cal Denial Codes & IBHIS Denial/Adjustment Codes

The Department of Health Care Services (DHCS) Mental Health & Substance Use Disorder Services (MHSUDS) Division has updated the Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) used on electronic claim payment or advice transactions (835) from the Short-Doyle/Medi-Cal claiming system. CARC and RARC combinations are used to explain why a claim was not paid in full by a payer. This update brings the Short-Doyle/Medi-Cal claiming system into compliance with federal requirements. The updated list of CARCs and RARCs can be found on the DHCS website as an [enclosure to MHSUDS Information Notice 18-050](#). The update includes new CARC/RARCs for denied Specialty Mental Health Services as well as revisions to the description of some of the existing CARC/RARC combinations.

The Integrated Behavioral Health Information System (IBHIS) Denial and Adjustment Code list also has been updated and is available on the Los Angeles County Department of Mental Health (DMH) website. Use this table to help determine why a claim was denied by IBHIS. The table includes the denial group and reason codes, the remark codes, and the denial reason describing why the claim was denied in IBHIS.



The list of IBHIS Denial and Adjustment Codes is located on the Department of Mental Health website in the Provider Manuals & Directories page under Administrative Tools For Providers. The link is labelled [IBHIS Denial and Adjustment Codes](https://dmh.lacounty.gov/for-providers/administrative-tools/provider-manuals-directories/) (<https://dmh.lacounty.gov/for-providers/administrative-tools/provider-manuals-directories/>).

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IBHIS providers, if you have any questions or need additional information, please use the following link create a HEAT Ticket using the HEAT app available on the LACDMH secure website: [DMH SSLVPN](#).



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS

