

REPLACE DENIED TELEHEALTH AND TELEPHONE CLAIMS

Over the last several months, providers have received Medi-Cal denials for newly allowed Telehealth and Telephone services.

- The Telehealth claims include the modifier GT.
- The Telephone claims include the modifier SC.
- The State denial code is CO 96/N216 – Invalid procedure code and modifier combination.

These denials were a result of a discrepancy between the roll-up code sent to the State and the codes in the State system. This claiming issue has been resolved and providers should replace the claims that were denied with this code. While providers may submit new original claims, replacement claims retain the original submission date and are accepted by the State 15 months from the month of service. Original claims must reach the State within 12 months from the month of service.

CO 96/N216 is not a common denial reason code. If you received this denial for any service that did not include the GT or SC modifier, please open a HEAT ticket so that we can investigate further.