

DHCS ADJUDICATION ERROR

The California Department of Health Care Services (DHCS) notified county Mental Health Plans that an error occurred in the Short-Doyle/Medi-Cal claims adjudication system. Claims received between August 2020 and October 2020 were adjudicated using an incorrect aid code. (For example, the approved aid code is a pregnancy aid code but the claim did not include a Pregnancy Indicator.) A substantial proportion of these claims are for clients who have aid codes that are restricted to pregnancy-related, postpartum, and/or emergency services.

DHCS provided a list of claims impacted by this error. These claims are to be replaced as soon as possible. Each Legal Entity must replace impacted claims by the March payment claims cutoff date, January 28, 2021. A file with claims that require replacement has been placed in the Legal Entity Extracts folder. The file is named LE#####_DHCS_Adjudication_Error in the root of their Legal Entity Extracts folder. Not every Legal Entity has claims that must be replaced. If there is no file with a name following this convention in the Legal Entity Extracts folder, then the Legal Entity does not have any of these claims that must be replaced.

Before replacing the claims, confirm the aid code for each client. If the aid code is restricted, the client is female, and was pregnant at the time of service, ensure that the client's pregnancy information is up to date in the Integrated Behavioral Health Information System (IBHIS); if the client is male or a female who was not pregnant at the time of service, verify that the emergency indicator is on the claims when appropriate.

In addition to approved claims, each list might contain claims that were denied. If there are denied claims on the list, they should be corrected prior to submitting the replacement. Check the denial reason to confirm the appropriate correction. Claims that are not corrected before being replaced will be denied again. Providers have the option not to replace the claim if the reason for the denial cannot be corrected.