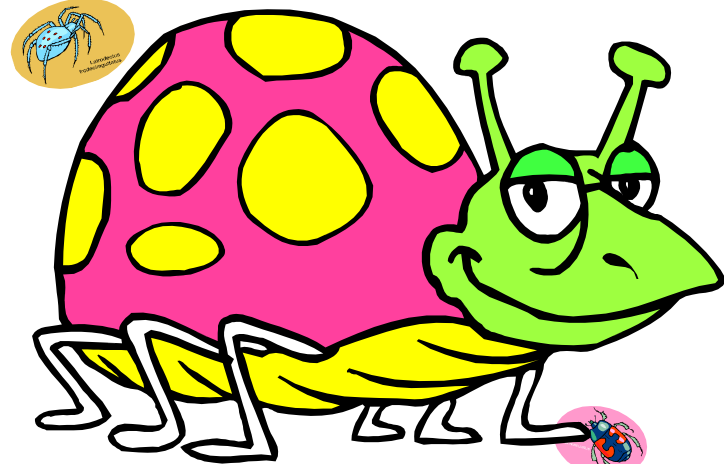


RMD Bulletin

Knowledge is power...



Bug Found In State System



After the State implemented changes to their Short-Doyle/Medi-Cal Phase II adjudication system on April 5, 2011, counties throughout the state noted that some claims were inappropriately denied for being “unbalanced.” The State Department of Health Care Services (DHCS) identified the bug in their system causing these erroneous denials. Impacted claims have a new denial code/remark code combination CO A1 N480 (Incomplete/Invalid Explanation of Benefits [Coordination of Benefits or Medicare Secondary Payer]). Although as of today, this new adjustment code has not been added to the State’s documentation, it is possible that some claims may be denied with this reason. DHCS has established what the bug is and is working on a system fix for this programming error.

Upon hearing about this bug on April 13th, and in order to lessen its impact on providers, the Los Angeles County Department of Mental Health (LACDMH) suspended processing State files received since April 5th in the Integrated System (IS). LACDMH suspended processing these Medi-Cal adjudicated claim files in the event that the State determines that they will reprocess the files once the fix is in place; therefore, providers may see some Medi-Cal claims in forwarded status for longer than usual. This is to be expected. Please note that it is possible that some claims affected by this State bug may have already been processed into the IS. LACDMH will keep you informed regarding this issue and how it will be resolved.



We’re here to help you...

If you have any questions or require further information, please do not hesitate to contact RMD at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.



DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS