

ERRORS IN EDI RESPONSE FILES

During the recent update to the Department of Mental Health's (DMH) Electronic Data Interchange (EDI) v3.0 claiming, there was a problem that required a suspension of claim processing. Beginning July 1, 2021, DMH may have sent Contract Provider organizations claim response files such as Technical Acknowledgements, 999 Batch Acknowledgments, 277CA Claim Acknowledgements, and/or 835 Payment & Remittance Advice Details that contained invalid routing information. The impacted files may contain values in the message header that did not comply with the DMH EDI specification. The impacted files were generated between July 1, 2021 and July 12, 2021.

DMH has determined that only **rejected claims, rejected files, or denied claims** were impacted; approved claims were not affected. There are 112 providers impacted including Non-Governmental Agency (NGA), Fee-for-Service (FFS), and Department of Health Services (DHS) legal entities. DMH is contacting all impacted entities to make them aware of the issue and providing a list of potentially problematic files. Contract providers may experience difficulty in processing impacted response files with the erroneous header information. **DMH asks that contract providers refrain from processing responses identified as problematic.**

DMH has resolved the issue and is working with our vendor to correct and regenerate impacted response files. DMH will contact providers to relay availability of regenerated responses. Providers will then need to process the regenerated responses in order for their respective claiming systems to reflect accurate and current status of their rejected or denied claims.

Once the regenerated/corrected response file has been processed in each provider's Electronic Health Record (EHR) and claim status updated within the EHR, claims can be rebilled or replaced as appropriate in the Integrated Behavioral Health Information System (IBHIS). Claims resubmitted on or prior to the July 29, 2021 cutoff date will be included in the September payment less any applicable offset.

For support or questions related to this Bulletin, please request assistance from the IBHIS Integration team by contacting the DMH Help Desk at (213) 351-1335 or by opening a support case using the HEAT Self Service portal.