

REPLACING CLAIMS THAT HAVE ADD-ON CODES

ISSUE

Recently, the Department of Mental Health (DMH) identified an issue in the Integrated Behavioral Health Information System (IBHIS) with attempts to replace claims where the original claim to the State included only a primary service and the replacement included a primary service plus an add-on service. The issue prevented the add-on service from being included in the replacement to be sent to the State: the primary service was sent to the State without the orphaned add-on service.

The issue causing add-on codes to be orphaned has been resolved. An update correcting this issue was implemented in IBHIS on June 17, 2024.

IDENTIFYING IMPACTED CLAIMS

Some impacted claims were sent to the State before the June 17th update. All impacted claims, regardless of whether they were sent to the State can be identified using FinClaimList, located in the agency’s EFT folder.

Claim sent to State?	FinClaimList Claim Status	
Yes	Primary Service:	CalPM Pending, Approved, or Denied
	Add-on Service:	CalPM UNBILLED
No	Primary Service:	CalPM UNBILLED
	Add-on Service:	CalPM UNBILLED

CORRECTING IMPACTED CLAIMS

Claims, where the add-on service code was separated from the primary code, can be corrected by replacing the impacted claim. Whether a replacement needs to be submitted is determined by whether a replacement has been submitted already, and, if so, when it was submitted.

- Replacement already submitted but ***not*** sent to the State? DO NOT REPLACE CLAIMS AGAIN.
 - Replacements submitted *after* June 17, 2024: The update will ensure that primary and add-on codes are on the same claim.
 - Replacements submitted *before* June 17, 2024: Replacements will be corrected systematically by linking the primary and add-on codes before submitting to the State.
- Replacement already submitted and sent to the State? REPLACE CLAIMS AGAIN.
 - See table above, “Claim sent to State?”, “YES” scenario for FinClaimList Claim Status.
- Replacement not submitted? REPLACE IMPACTED CLAIMS NOW.
 - Providers who have not already replaced any of the impacted claims may now replace those claims. They will be sent to the state with the primary and add-on services on the same claim.

Please refer to [CBO Bulletin 24-006: Replacement Claims in IBHIS Under CalAIM](#) for more information about replacing CalAIM claims in IBHIS.