

ERRONEOUS CO 96/M86 DENIALS

Recently, the California Department of Health Care Services (DHCS) identified a bug that improperly denied claims with denial reason CO 96/M86: When added to previously billed services, this service exceeds the total maximum allowed per day. This denial reason should only be returned on Medication Support, Crisis Intervention, and Crisis Stabilization services that exceed the daily maximum; however, the bug incorrectly determined that the combined time for services to the client in any service category in a single day exceeded the maximum allowed regardless of the type of service.

A fix for this issue was deployed in the Short Doyle/Medi-Cal claims adjudication system (SD/MC) earlier this month. Providers should replace CO 96/M86 denials for services other than medication support or crisis and for claims that did not exceed the maximum allowed in a day ***effective immediately***.