

DELAY REASON CODE REQUEST FOR CALAIM CLAIMING ISSUES

The California Department of Health Care Services (DHCS) has granted the Los Angeles County Department of Mental Health (DMH) a Delay Reason Code (DRC) to submit, replace, or re-submit claims impacted by CalAIM implementation issues. This approved DRC may be used on previously approved or denied claims for CalAIM services dated July 1, 2023, or later.

The CalAIM DRC may be used with true replacement claims (Claim Type 7). The CalAIM DRC **cannot be applied to new original claims** (Claim Type 1) being submitted to rebill a previously denied or approved CalAIM claim, including claims that had to be voided in order to be rebilled. Claims eligible for the CalAIM DRC must meet the following criteria:

- Dates of service must be on or after July 1, 2023
- Claim is being submitted to replace a CalAIM claim that was initially approved or denied by Medi-Cal
- The claim being replaced was not initially denied by the State with the CO 29 denial reason code

Providers must notify DMH of all the claims to be submitted to the State with the DRC. DMH will apply the DRC prior to submitting the claims to the State. Open a HEAT ticket to notify DMH of the specific eligible CalAIM claims that require a DRC.

HEAT tickets requesting the CalAIM DRC must include the file name(s) to be submitted along with the following information about each file in the Details section of ticket:

- File name
- Service date range
- Funding source(s)
- Summarized list of why the replacements were delayed (e.g., delayed 835s, erroneous CO 96/M86 denials, student claims, add-on codes for Medi/Medi claims)

Attach a list of all the replacement claims that will need a late code. The list should include the following information for each claim:

- Claim Submitter ID
- Date of service
- Total Charge
- Funding source
- Reason why the replacement was delayed

Providers must also provide a summary of the data by month. The summary should include the months of service, numbers of claims for each month, and total dollar amount for those claims for each month. An example summary table is below.

Month of Service	Claim Count	Claim Amount
September 2023	4	\$33,608.41
October 2023	17	\$166,391.59
Grand Total	21	\$200,000.00

The Central Business Office (CBO) will respond to all requests through HEAT. After reviewing the request for completeness, CBO will authorize submission of the files.

At this time, DHCS has not set an end date for use of the DRC, however, all providers are encouraged to submit CalAIM-impacted replacements as soon as possible.