

ERRONEOUS IBHIS CLAIM DENIALS CO*284

On Friday, August 1, 2025, the Los Angeles County Department of Mental Health (DMH) notified all contracted providers about an issue with claims that were adjudicated by the Integrated Behavioral Health Information System (IBHIS) on July 30 and 31, 2025, that resulted in denial of several claims with reason code CO*284: Authorization (P-Auth, Member Auth or Funding Source Auth) is missing/invalid; Contracting Provider Program Not Valid For Authorization. The issue that caused IBHIS to deny these claims is now resolved.

Correcting claims

DMH is working with the vendor for IBHIS to reprocess these erroneously denied claims systematically, without the need for resubmission from providers. **Do not replace or resubmit claims denied by with CO 284 on July 30 or 31, 2025, while the claims are being reprocessed.**

Impacts to payment

The volume of claims that were denied by this issue was significant. Because of the noticeable impact to the September payment, DMH is delaying the payment process by one week to include reprocessed claims in the next payment. As a result, payment warrants will be delayed by one week. DMH will generate the Explanation of Benefits (EOB) to begin the payment process as soon as the reprocessing of claims has completed.

The window for claiming opened Monday, August 4, 2025. Although providers will be able to submit additional claims, the IBHIS Cutoff Date for claims submission has **not** been extended. While the claiming window is open, claims received during this extended period can be included in the next payment. Once the EOB has been generated, the normal payment cycle will resume.