

**San Mateo County MHP
Procedure Manual**

Procedure: MHP 07-04 Attachment D	TITLE: Processing Denied MHP Claims	Effective Date: April 2011
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Approval By:	Date:
Scott Gruendl, Assistant Director	July 2018
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Next Annual Review Date:	July 2019

Authored By: Billing Manager
Pursuant To: Medicare Managed Care Manual Chapter 13
Departments Impacted: Claims, MIS, Administrative Services

Purpose

To document San Mateo County Mental Health Plan’s (MHP) procedure for processing claims that adjudicate to be denied.

Scope

This procedure has been developed in accordance with all applicable CMS guidance and applies to the MHP line of business.

Responsibility and Authority

The Billing Manager is responsible for overseeing distribution/mailing of denial notices via the Explanation of Payment.

1.0 Identifying Reason for Denial

- 1.1 The MSO computer system identifies a denial reason for each denied claim.
- 1.2 The pend/denial codes and their description are listed in Appendix A - MHP EOP Denial Codes

2.0 Provider and Member Notification

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- 2.1 GOAL: MHP denies all non-payable claims within 60 calendar days from the date of receipt. Currently our system does not have the automatic capability to do this.
- 2.2 MHP provides notice of its denial decisions to member and providers whenever an EOP is run – approximately every two weeks. Refer to HPSM Denial Notification Letter

3.0 Addendum

- 3.1 Appendix A: MHP EOP Denial Codes

4.0 Related Documents

- 4.1 MHP 07-04, Attachment A: Explanation of Payment (EOP) Procedure
- 4.2 HPSM Denial Notification Letter

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APPENDIX A

MSO EOP DENIAL REASON CODES

Non reimbursable CPT Code
Admin Denial call provider relations
Auth # on claim does not match Plan auth
Auth end date req for inpatients
Claim rec after 180 days billing limit (Applies to Contract Providers)
Client not Eligible for Claim month/year
Client not eligible
Client registration record not found
Exceeds maximum authorized services
Invalid CPT code
Medi-Cal maximum paid by other payer
Member not eligibility w/o proof pay/denial
No authorization on file
Not a San Mateo County Resident
Provider not auth for this procedure
Restricted to pregnancy and emergency svc
Same service previously paid to another provider
Service date not authorized
Service date after service auth end date
Service date prior to auth start date
Service exact suppicate of paid claim
Service not authorized