

Top Ten Reason Codes Returned to Providers

The following are the top ten reason codes returned to providers in the **TB9997** status/location for the months of July, August and September. Providers can use this information to educate their internal billing staff or vendor.

Reason Code	Total Claims Returned to Providers During July, August and September, 2002	Type of Error	Resolution by Provider
30723 3.7%	4,681	The insured information on page 5 of the claim is not consistent with the personal patient information on file for this HIC number.	Verify patient information with HIC number and resubmit claim.
12302 2.6%	3,325	The sum of covered days plus the number of non-covered days must equal the number of days between the from and the through dates on the claim.	Educate internal billing staff or vendor.
30715 2.5%	3,220	Patient Last/First name does not match the information found in 'HIQA'	Educate internal billing staff. If HIQA has incorrect information that you are aware of you must have the patient contact Social Security, resubmit the claim once HIQA has been corrected.
12206 2.4%	3,137	The system has identified an inconsistency between the statement from and through dates, patient status code, occurrence span code(s) and/or covered and non-covered days field.	Educate internal billing staff or vendor.
38119 2.3%	3,042	Sequential billing.	First or prior claim in a series must finalize before next claim can be submitted. Educate internal billing staff or vendor.
32404 2.2%	2,849	HCPC billing error. Either a revenue code is present requiring a HCPC, or a HCPC code on the claim is no longer valid or a HCPC	Educate internal billing staff or vendor.

		code on the claim does not exist on the HCPC file.	
32206 1.7%	2,249	Revenue code billed on the claim is invalid for the type of bill.	Educate internal billing staff or vendor.
32242 1.7%	2,246	Revenue code is non-billable for this type of bill; covered charges are greater than zero.	Educate internal billing staff or vendor.
15701 1.7	2,221	Payer ID keyed incorrectly.	Educate internal billing staff or vendor.
15202 1.5%	1,975	Billing - units of service incorrect.	Educate internal billing staff or vendor.
Total	28,945		