



PROVIDER QUICK TIPS

#221

Common Billing Issues Which May Result in Denied Claims as of July 2019

On December 19, 2018, the Department of Human Services (DHS) issued Medical Assistance Bulletin number 99-18-11. The purpose of this bulletin is to remind providers of the requirement to enroll each service location that serve Medical Assistance (MA) patients. The bulletin also informs providers that claims will deny starting July 2019 when services are provided at a location not enrolled.

Providers are receiving Error Status Code (ESC) 1264 when the zip code on the electronic claim does not match an enrolled service location. ESC 1264 states “ZIP (5 DIGIT) DOES NOT MATCH FOR RENDERING NPI”. Beginning in July 2019, when a provider receives ESC 1264, the claim will deny. The Department has identified the following common billing issues that may cause the claim to deny:

- The provider is not enrolled at the zip code location for the taxonomy submitted on the claim.
- Providers are not entering the zip code for the rendering provider. If the provider has multiple service locations enrolled, a zip code is required on the claim.
- Providers are using the billing zip code of their home, office location, mailing address, or clearing house, instead of the zip code of the enrolled service location.
- For providers delivering services in a recipient’s home, (for example DME suppliers and visiting nurses), the recipient’s home address is being used as the rendering address. These providers must use their enrolled service location address as well as enter POS 12 when submitting a claim.

Thank you for your service to our MA recipients.
We value your participation.
Check the Department’s website often at: www.dhs.pa.gov.

