



Alert Alert Alert

Resubmit Targeted Services Management (TSM) and Supports Coordination Claims That Denied on ESC 636

ODP Communication Number: Alert 029-10

Audience: Supports Coordination Organizations (SCOs) and Supports Coordinators (SCs)

Purpose: This Alert, issued by the Office of Developmental Programs (ODP), is intended to advise SCOs and SCs to resubmit claims for TSM and SC services that denied on error status code (ESC) 636 during the period 10/4/2009 through 1/14/2010.

Background:

A system error was identified for the period 10/4/2009 through 1/14/2010 which impacted Supports Coordination service claims that are swept on the 4th and 19th of every month and submitted to PROMISE™. The source of the issue caused an incorrect code to be assigned to the billable service notes during the 837 claim's file conversion. This issue caused Supports Coordination service claims to be recognized as adjustments rather than resubmissions of previously denied claims. As a result, TSM claims (procedure code T1017) and Supports Coordination claims (procedure code W7210) were denied on ESC 636. The short description for ESC 636 is "Match Not Found for Original ICN/CRN Paid Status". As of 1/30/2010, the system was corrected and this claim issue is no longer occurring.

If you are an SCO who had claims deny on ESC 636 for Supports Coordination services (procedure codes W7210 or T1017) during the period 10/4/2009 through 1/14/2010, please rebill these claims through HCSIS (SC > TSM Claims > Search) as resubmissions of previously denied claims.

For inquiries regarding this Alert, please contact the ODP Claims Resolution Section at:

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Phone: 1-866-386-8880 Mon. – Thurs. 8:30am - 12:00pm and 1:00pm - 3:30pm