

Indiana Medicaid Resolutions Manual

NAME: 955 EVV web call unsuccessful

ERROR TYPE: Batch Edit, Hard Coded

HEADER/DETAIL: Header

OVERRIDABLE: N

ALLOW DENIAL: N

DESCRIPTION:

Set this edit if the EVV web call to Sandata for a Medical or Home Health claim is not successful after two (2) attempts to recycle.

CRITERIA:

Set this edit if the EVV web call to Sandata for a Medical or Home Health claim is not successful after two (2) attempts to recycle with EOB 0955. After the second unsuccessful attempt to complete the EVV web call this edit will be triggered and a notification will be sent to a distribution list including the following:

- Production Support
- Claims TFAL
- Claims Manager
- Claims Developer

DISPOSITION:

Note: EOB 9999 with a Do Not Post status is for internal system use only. This EOB is used to avoid potential system processing abends. This EOB is not posted on the RA and the disposition may be ignored.

Claim Type: 0 - All Claim Types **Member Plan:** ALL **Status:** Do Not Post

Location	Region	EOB	Disposition
00	00	0955	PAY

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Claim Type: H - Home Health Claims

Member Plan: ALL **Status:** Post

Location	Region	EOB	Disposition
42	00	0955	SUSPEND

Claim Type: M - Professional Claims

Member Plan: ALL **Status:** Post

Location	Region	EOB	Disposition
42	00	0955	SUSPEND

EOB: 0955 - EVV WEB CALL UNSUCCESSFUL

ARC Code	ARC Description	Effective Date	End Date
16	Claim/service lacks information or has submission/billing error(s). Usage: Do not use this code for claims attachment(s)/other documentation. At least one Remark Code must be provided (may be comprised of either the NCPDP Reject Reason Code, or Remittance Advice Remark Code that is not an ALERT.) Refer to the 835 Healthcare Policy Identification Segment (loop 2110 Service Payment Information REF), if present.	19950101	22991231

Remark Code	Remark Description	Effective Date	End Date
M60	Missing Certificate of Medical Necessity.	19970101	22991231

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METHOD OF CORRECTION:

Claims setting this edit will be directed to the Claims Manager for review.

