CareSource

Network Notification

Notice Date: **December 27, 2018**
To: **Ohio Health Partners**
From: **CareSource®**
Subject: **Claim Denial Issue- Error Code X94**

CareSource has identified a claim denial issue, and would like to share the details of the issue, and solution with our health partners.

Issue: Claims were denying with error code X94 (No authorization match for the claim on file, even when a matching authorization existed in the system). The affected plans were Ohio Medicaid and MyCare. Authorizations are most commonly entered using utilization management (UM) service groups, which represent the range of services for which approval has been given. The cause of this issue was that the service groups used to enter authorizations were not inclusive of all associated codes that fall within those service groups.

Solution: CareSource has corrected this by updating the appropriate procedure codes and revenue codes to the UM service groups. The denied claims were reprocessed on Nov. 11, 2018 and should have been reflected on subsequent check writes.

There is no need to file a dispute or appeal for these claims. If you have questions, please contact Provider Services at **1-800-488-0134**.

We appreciate your patience as we complete the systematic updates.