



Network Notification

Notice Date: July 25, 2017
To: Ohio Health Partners
From: CareSource®
Subject: Behavioral Health Claim Denial Code X50

CareSource is pleased to announce updates have now been made to our claim configuration systems to correct claims that were generating the Denial Code X50. All claims that were submitted as of July 17, 2017 will process correctly.

BACKGROUND:

Because we value our partnership with our Health Partners, CareSource continually evaluates the accuracy of claim edits.

In response to internal and external feedback regarding “Denial Code X50: Code Does Not Have a Contracted Fee,” an error was identified.

NEXT STEPS:

An impact report has been generated, and all claims impacted will be adjusted through the Mass Claims Adjustment (MCA) process. Affected claims and inappropriate denials will be processed through July 21st, 2017. Future claims will now pay appropriately and no further work is required from our valued Health Partners.

We are aware of other Behavioral Health claim issues. We have a team working on correcting those as well. We will update you on those corrections as soon as possible.

If you have further questions, please contact Provider Services at 1-800-488-0134.