

## Kansas Health Solutions Claim Exceptions

**AMT\*D required when other insurance is primary** - When an 837 file is submitted with the 2320 Loop (Other Subscriber Information) and the AMT\*D (payer paid amount) segment is missing, this exception will occur.

**Claim cannot be created, no matching COB record for the member.** – When an 837 file has a 2320 loop and a match cannot be made to a member's existing COB record in eCura based on the below, this exception is given.

- In order to make a match the Policy Number on the inbound file MUST match the policy number in the COB module. Only exception is if the Policy Number in the COB module matches to the first part of the string on the inbound file it will be considered a match. Example : 1234 in COB and 1234A in 837 file
- If Claim Filing Indicator does not match the record that the policy number matches to the match should still be made.

**Invalid CPT Code** - If the file does not include a valid CPT code, this error message appears

**Invalid Diagnosis Code Pointers** – If the file includes diagnosis code pointers pointing to a nonexistent diagnosis code, this error occurs.

**Invalid or Missing Principal Diagnosis** - The principal diagnosis code in HI01-2 is blank, a zero, or is invalid; or the pointer in SV107-1 must be a value of 1 thru 8.

**Invalid Units** – If the file does not contain valid units, 0.5 is an example, this error will occur.

**No CPT code** - If the file does not include a CPT code, this error message appears

**No unique level of care is available for selected CPT code** – If the file includes a CPT code that no authorization match can be made.

**Rendering Provider id not affiliated with Billing Provider.** – If the file includes a Rendering Provider and the provider is not affiliated with the Billing Provider, this exception will occur.

**Required NPI Number is not submitted for Billing Provider.** – If the file does not include an NPI number for the Billing Provider, this exception will occur.

**Required NPI Number is not submitted for Rendering Provider.** – If the file does not include an NPI for the Rendering Provider, this exception will occur.

**Required NPI Number is not submitted for Service Facility.** If the file does not include an NPI for the Service Facility Provider, this exception will occur.

**SVD and CAS amounts do not sum to the service line amount.** - Validates that the sum of SVD and CAS segments (when included in the 837) are equal to the service line total. Claims that do not pass this validation will be rejected with this Reason.

**SVD segment is required with CAS segment.** Validates that each service line contains an SVD segment when CAS is included. Claims that do not pass this validation will be rejected with this reason.

**SVD segment is required with Other Paid Amount.** - Validates that each service line contains an SVD segment when other paid amount is included. Claims that do not pass this validation will be rejected with this reason

If the values in Loop 2330B NM109 and Loop 2430 SVD01 do not match, claims will be rejected for this reason

**There is no match for the given CPT Code** - If the file includes an authorization number and the CPT code submitted is not valid for this authorization, this exception will occur.

**Unable to match a member** - If the system cannot locate one unique member to match

**Unable to match a member because policy number is missing** - If you attempt to match by Policy Number and the file is missing that information for a member, this error appears

**Unable to match a member because social security number is missing** - If you attempt to match by SSN and the file is missing that information for a member, this error appears

**Unable to match Rendering Provider** – When the file includes a Rendering Provider that cannot be matched to an existing eCura Rendering Provider.

**Unable to match treatment provider site.** – When the file includes Billing Provider address information that cannot be matched to an existing provider.