

## NC Medicaid Program

### Correcting Common Dental Claim Denials

For all denied claims, compare the Remittance Advice (RA) with the information on the claim form to verify that the claim was keyed correctly.

EOB	Description	Instructions
488	Suspected duplicate procedure	Check previous Remittance Advice (RA) or call the Automated Voice Response (AVR) System to verify payment.
1186	Procedure code not filed with “D” prefix	Dental procedure codes begin with “D”. Correct the code and refile the claim.
8326	Attending provider number missing or invalid	Enter in field 54 the individual National Provider Identifier (NPI) of the treating dentist, and refile the claim.
191	MID # does not match patient name	Verify the recipient’s name and ID number listed on the Medicaid card.
610	Tooth number missing or invalid	Refer to <b>Attachment A – Dental Billing Guide</b> for a list of procedures requiring a tooth number.
11	Recipient not eligible for date of service	Verify the recipient’s name and Medicaid ID number listed on the Medicaid card.
1350	Claim not signed and signature not on file	Sign and refile the claim, or submit a “Provider Certification for Signature on File” form to CSC Provider Enrollment. The form is located at <a href="http://www.nctracks.nc.gov/provider/forms/pc.pdf">http://www.nctracks.nc.gov/provider/forms/pc.pdf</a> .
537	Procedure not covered for date of service	Confirm that the procedure code is covered by NC Medicaid by referring to <b>Clinical Policy 4A: Dental Services</b> , which is available at <a href="http://www.ncdhhs.gov/dma/mp/1dental.pdf">http://www.ncdhhs.gov/dma/mp/1dental.pdf</a> .
24	Procedure code missing or invalid	Confirm that the procedure code is covered by NC Medicaid by referring to <b>Clinical Policy 4A: Dental Services</b> , which is available at <a href="http://www.ncdhhs.gov/dma/mp/1dental.pdf">http://www.ncdhhs.gov/dma/mp/1dental.pdf</a> .
143	MID # not on state eligibility file	Verify the recipient’s name and Medicaid ID number listed on the Medicaid card.
758	One dental sealant allowed per tooth	Call the Automated Voice Response (AVR) System to determine sealant history. Dental sealants are allowed once per tooth per lifetime.
1050	Claim filed electronically; no ECS agreement	Contact EDS Electronic Commerce Services (ECS) to sign up for electronic claim submission.
614	One panoramic film allowed every 5 years	Call the Automated Voice Response (AVR) System to determine x-ray history. A panoramic film is allowed once per recipient every five years.
10	Procedure invalid for recipient age	Confirm the age limits placed by NC Medicaid on the specific procedure in <b>Clinical Policy 4A: Dental Services</b> , which is available at <a href="http://www.ncdhhs.gov/dma/mp/1dental.pdf">http://www.ncdhhs.gov/dma/mp/1dental.pdf</a> .
498	Exact duplicate procedure	Check previous Remittance Advice (RA) or call the Automated Voice Response (AVR) System to verify payment.
4	Billing provider number missing or invalid	Enter in field 49 the billing National Provider Identifier (NPI) of the dentist or practice that is to receive payment.
18	Claim filed beyond one-year time limit	Claims must be filed by 365 days from the first date of service; 180 days from the date of a Third Party or Medicare EOB, or 18 months from the date of a Medicaid EOB that did not deny for time limit. Refile the claim with a Medicaid Resolution Inquiry Form and proof of timely filing.
94	Indicate third-party insurance payment	Enter the amount of payment received from the third party insurance plan(s) in Field 32 (Other fees) on the ADA claim form, and refile the claim.
508	Bitewings allowed once per year	Call the Automated Voice Response (AVR) System to determine x-ray history. Bitewings are allowed once per recipient in a twelve (12) calendar month period.
187	Quadrant/arch indicator missing or invalid	Refer to <b>Attachment A – Dental Billing Guide</b> for a list of procedures requiring a quadrant or arch indicator.

Call the Automated Voice Response (AVR) System toll free at 1-800-723-4337 to verify claim status. For additional assistance, contact EDS Provider Services at 1-800-688-6696 (919-851-8888 in the Raleigh area). Please have your Remittance Advice (RA) on hand because the Provider Services Representative will ask for key information.

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