

Common Behavioral Health Denial Codes Tip Sheet

EX Code	EX Code Description	Why did you receive this denial	Claim Form Attribute	Provider Next Steps	References
EX50	DENY: NOT A MCO COVERED BENEFIT	A Service/Procedure was billed to the healthplan that is not covered per their benefit.	CMS 1500- 24d Unshaded	1. If Healthy OptionsBlind/Disabled (HOBD) client and admitted to a certified public expenditure (CPE) hospital, bill FFS-ProviderOne. 2. Review HCA 'Provider Identify Payer Table' for specific services/instances where claim needs to be billed to Provider 1	Correct Payer GRID SERI Guide, Mental Health Billing Guide, BHSO Benefit Grid, "Provider Identify Payer Table": https://www.hca.wa.gov/assets/billers-and-providers/providers-identify-payer-table.pdf . Pg 88 https://www.hca.wa.gov/assets/billers-and-providers/Inpatient-hospital-bi-20200810.pdf
EX46	DENY: THIS SERVICE IS NOT COVERED	Service/Procedure billed is not a covered code per the contract or applicable HCA Fee schedule	CMS 1500- 24d Unshaded	Provider can verify per the contract or HCA fee schedule if code is listed as covered, if listed as non covered, claim denied correctly. If showing covered or provider has approved ETR (Exception to the Rule), call customer service to have claim reviewed and provide your information.	SERI Guide, Applicable HCA Fee schedule, contract
EXZC	DENY: PROCEDURE IS INAPPROPRIATE FOR PROVIDER SPECIALTY	Provider Taxonomy is not appropriate for Service/Procedure billed or caused by Roster/Provider Credentialing Discrepancies	CMS 1500- 24j Shaded	Provider can review SERI/HCA billing guide by searching by CPT code for specific language regarding approved specialty type Roster/Provider Credentialing Discrepancies: please verify if roster or credentialing update is needed for rendering provider especially if taxonomy/cert/license has changed since last update.	SERI Guide, Mental Health Billing Guide, Physician-Related/Prof billing guide
EX35	DENY: BENEFIT MAXIMUM HAS BEEN REACHED	Units billed in excess of contract/HCA limit for Service/Procedure	CMS 1500- 24g Unshaded	Provider can review SERI/HCA billing guide by searching by CPT code for specific language regarding any limitations	SERI Guide, Mental Health Billing Guide, Physician-Related/Prof billing guide
EXLO	DENY: CPT & LOCATION ARE NOT COMPATIBLE, PLEASE RESUBMIT	Combination of Service/Procedure billed and Place of service is not compatible based on SERI/HCA Billing Guidelines. (Ex.CPT H0019 billed with POS 21 but per SERI this is only covered with POS 55)	CMS 1500- 24b Unshaded	Please review location and CPT code billed. Provider can verify per SERI/HCA billing guide by searching by CPT code for specific language regarding approved location types	SERI Guide, Professional Services Billing Guide, Mental Health Billing Guide
EX51	DENY : RESPONSIBILITY OF BEHAVIORAL HEALTH ORGANIZATION	1. Behavioral Health services prior to integration are responsibility of the BHO or 2. Member is a King County ICN member with OP BH & SUD procedure codes billed	N/A	Provider will need to verify Eligibility in P1 to determine for the claim DOS, the BHO responsible for the claim. Any questions regarding KING ICN Members can be sent to KING ICN Provider Contact Jan Rose Ottaway Martin - JanRose.OttawayMartin@kingcounty.gov or call the main line at 206-263-9000.	Provider 1, King County ICN provider/member
EXZu	SERVICE NOT COVERED FOR BHSO	Non-covered services were billed for Behavioral Health Service only Member with limited benefits	CMS 1500- 24d Unshaded	Provider can verify Eligibility in P1 to determine if BSHO member, if so these members are in a limited plan with CC, only services outlines in BHSO grid is covered. Claim will need to billed to ProviderOne, Medicare, or the member's other primary medical coverage. CCW is not responsible for these charges, even as a secondary payer.	P1, SERI Guide, Mental Health Billing Guide, BHSO Benefit Grid

References	Links
Providers Identify Payer Table	https://www.hca.wa.gov/assets/billers-and-providers/providers-identify-payer-table.pdf
SERI	https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/service-encounter-reporting-instructions-seri
HCA Billing Guide/Fee Schedule	https://www.hca.wa.gov/billers-providers-partners/prior-authorization-claims-and-billing/provider-billing-guides-and-fee-schedules
2020 Behavioral Health Services Only (BHSO) GRID	https://www.coordinatedcarehealth.com/content/dam/centene/Coordinated%20Care/pdfs/508-BenefitGridBHSO.pdf