

March 2, 2020

EXFe Denials

On January 2020, IlliniCare Health implemented additional correct billing and coding guidelines for all Inpatient and Long Term Care claims. If you received remits indicating “INVALID/MISSING ADMIT DX OR ADMISSION DATE/FROM DATE” with the corresponding denial code of EXFe, please review the below billing reminders. Note, this is not an all-inclusive list. Providers must follow all Medicaid billing guidelines.

- All Inpatient and Long Term Care providers are required to bill a valid Admitting Diagnosis (Box 69 on the UB claim form)
- All Inpatient and Long Term Care providers are required to bill an Admission Date (Box 12 on the UB claim form)
- All Inpatient and Long Term Care providers are required to bill an Admission Hour – Valid values are 00 through 23 (Box 13 on the UB claim form)

In addition, IlliniCare Health has been made aware that the Clearinghouse Availity recently started omitting the Admission Diagnosis when transmitting to payers. This has resulted in a large number of claims being denied EXFe appropriately, which will require a **corrected** claim to be submitted by the provider. At this time, providers are welcome to utilize our IlliniCare Health Provider Portal to **correct** any affected claims, in an effort to minimize outstanding claims payments and/or aging accounts receivable. At this time, IlliniCare Health has not received an update from Availity, confirming corrections have been made in their system.

As always, we thank you for providing excellent care to our members. If you have questions, please call (866) 329-4701 or contact your respective Provider Relations Specialist.