

CLAIMS CUSTOMER SERVICE: 1-800-888-3944

Common Claim Denial	Typical Correction Needed **
No Fee Schedule Found for Service	Either the service code is not part of your fee schedule (verify service codes in your fee schedule), or the billing combination did not locate a fee schedule (verify modifier combinations, place of service code, Service location, etc.)
Claim Filed Outside of Timely Filing	Claims must be filed within 90 days of the date of service
Resubmit with Valid Service Location	Verify the Service Location on the claim is a service location that has been credentialed and is listed as an active service location in Provider Connect
No out of Plan Coverage	You are probably not in network, did you request and receive a Single Case Agreement?
NPI Not Submitted, No NPI In CAS	Verify the NPI submitted (Service location, billing, and rendering provider) on the claim is an NPI that was submitted to Carelon Behavioral Health (You can verify this in Provider Connect).