Most Common Error Reason Codes Received When Billing with the NPI

On the following table, you will find the most common Error Reason Codes received when billing with the NPI, and the Common Resolutions for denied claims at Virginia Medicaid. This list has been provided to assist you with resolving these denied claims prior to calling the Helpline. Please print and post this list within your office for easy reference and use.

Provider Manuals with updated billing instructions are available on the DMAS website at: http://www.dmas.virginia.gov/prm-provider_manuals.htm

DMAS Provider Helpline: **1-804-786-6273**   **Richmond area and Outside Virginia**
                                     1-800-552-8627   **In-state, toll-free**

DMAS Error Code	HIPAA Remark Code (835)	DMAS Error Code Description ---------------------- HIPAA Remark Code Description	Common Resolutions
0730	N55	**Servicing Provider Not Member Of Group** ---------------------- Procedures for billing with group/referring/performing providers were not followed.	The individual practitioner must be enrolled with DMAS, and a Reassignment of Benefits Form must be completed in order to associate the practitioner with the Group. For assistance, contact the First Health Provider Enrollment Unit at 1-888-829-5373.
0756	N55	**Billing Provider Is Not A Group Provider** ---------------------- Procedures for billing with group/referring/performing providers were not followed.	The provider submitted a Rendering (Servicing) Provider ID that was different from the Billing Provider ID. However, the Billing Provider ID is not a Group Practice. The provider should be submitting the same Provider ID in both the Billing Provider and Rendering Provider fields. In some cases the Group Practice has submitted an NPI for an Individual Practitioner in the Billing Provider ID field. Instead they should have submitted the Group's Type-2 NPI in the Billing Provider ID field. On rare occasions this error may go to a billing provider that needs to enroll as a Group Practice. For assistance, contact the First Health Provider Enrollment Unit at 1-888-829-5373.
0757	N55	**Servicing Provider Cannot Be A Group Provider** ---------------------- Procedures for billing with group/referring/performing providers were not followed.	The group practice NPI cannot be used for the Rendering (Servicing) Provider ID. The NPI for the individual practitioner must be entered in locator 24J on the CMS-1500 (08/05) or in the Rendering Provider ID field on the 837P electronic claim submission.

0961	MA130	**Provider Not Approved For Electronic Billing** ---------------------- Your claim contains incomplete and/or invalid information, and no appeal rights are afforded because the claim is unprocessable. Please submit a new claim with the complete/correct information.	The Provider needs to submit a Service Center Authorization form. For assistance, contact the First Health EDI Help Desk at 1-800-924-6741.
1332	M57	**NPI Billing Provider Not on File** ---------------------- Missing/incomplete/invalid provider identifier.	The Billing Provider must enroll their NPI with DMAS. For assistance, contact the First Health Provider Enrollment Unit at 1-888-829-5373. This error also occurs when the legacy 9-digit Medicaid Provider Identification Number (PIN) was submitted in the Billing Provider NPI locator 33a. The Medicaid PIN should be entered in 33b, immediately preceded by the ID qualifier of "1D". In some cases, providers may be sending an old 7-digit Medicaid PIN as the Billing Provider in 33b when they should be sending 9-digits (two leading zeroes added to the beginning of the old 7-digit PIN). NOTE: DMAS cannot send an RA for this error because we were unable to match to a provider enrolled on our files.
1357	N290	**Servicing Provider Not on File** ---------------------- Missing/incomplete/invalid rendering provider primary identifier.	The Rendering (Servicing) Provider must have their NPI enrolled with DMAS. For assistance, contact the First Health Provider Enrollment Unit at 1-888-829-5373. This error also occurs when the provider has placed their legacy Medicaid Provider Identification Number (PIN) in the NPI field on the claim. The 9-digit legacy Medicaid PIN should be placed in the red-shaded area of 24J preceded by the "1D" ID Qualifier. In some cases providers may be sending an old 7-digit Medicaid PIN as the Rendering Provider ID when they should be sending 9-digits (two leading zeroes added to the beginning of the old 7-digit PIN).
1359	N94	**Billing Taxonomy Does Not Match Prov Type** ---------------------- Claim/Service denied because a more specific taxonomy code is required for adjudication.	The billing provider taxonomy code that is submitted on the claim needs to be a taxonomy code that DMAS expects to receive based on how the provider is enrolled for the services being submitted. (This may be different from the taxonomy code used when obtaining an NPI.) See the DMAS Taxonomy Code Summary document http://www.dmas.virginia.gov/downloads/pdfs/npi_DMAS_TaxonomyCodeSummary.pdf

1373	N209	**Billing Provider Must Have Tax ID** --------------------- Missing/invalid/incomplete taxpayer identification number (TIN)	The Tax ID and Primary Payment Address information are not on file for this Provider ID (NPI). For assistance, contact the First Health Provider Enrollment Unit at 1-888-829-5373 and have your Tax ID and Primary Payment information updated. In some cases, this error may occur when a provider should be billing as a Group Practice, but has submitted the Rendering (Servicing) Provider NPI as the Billing Provider NPI. The Billing Provider NPI should be the Group Practice's Type-2 organization NPI.
1392	N94	**Servicing Taxonomy Does Not Match Prov Type** --------------------- Claim/Service denied because a more specific taxonomy code is required for adjudication.	The Rendering (Servicing) provider taxonomy code that is submitted on the claim needs to be a taxonomy code that DMAS expects to receive based on how the provider is enrolled for the services being billed. (This may be different from the taxonomy code used when obtaining the NPI.) See the DMAS Taxonomy Code Summary document http://www.dmas.virginia.gov/downloads/pdfs/npi_DMAS_TaxonomyCodeSummary.pdf
1393	N288	**No SRVC Taxonomy Code On The Claim** --------------------- Missing/incomplete/invalid rendering provider taxonomy	DMAS requires a Rendering Provider Taxonomy Code on the claim and no taxonomy code was submitted. See the DMAS Taxonomy Code Summary document http://www.dmas.virginia.gov/downloads/pdfs/npi_DMAS_TaxonomyCodeSummary.pdf
1394	N288	**No Bill Taxonomy Code On The Claim** --------------------- Missing/incomplete/invalid rendering provider taxonomy	DMAS requires a Billing Taxonomy Code on the claim and no taxonomy code was submitted. See the DMAS Taxonomy Code Summary document http://www.dmas.virginia.gov/downloads/pdfs/npi_DMAS_TaxonomyCodeSummary.pdf
1399	N77	**Cannot Combine Medicaid/Medicare ID And NPI** --------------------- Missing/incomplete/invalid designated provider number.	On Group Practice claims, both the Billing Provider ID and the Rendering Provider ID locators must contain an NPI. When this error occurs, one of these fields contained an NPI, and the other field contained a Medicaid PIN or a Tax ID Number: EIN/SSN. For claims sent by an individual or organization, the Billing Provider ID and Rendering Provider IDs were both present, yet one contained an NPI while the other did not. On these claims, the Billing Provider ID and the Rendering Provider ID information need to be identical.