

Provider update

Denial explanation code update

Here at Amerigroup Iowa, Inc., we strive to be the best partner we can be, even in cases where we can't reimburse on a claim and must deny the claim line(s). Over the years, it has become apparent that the below explanation code (ex-code) and claims adjustment reason code (CARC) don't always carry the most precise messaging. Amerigroup has updated this denial code to better reflect the reason for the denial.

Ex-code	Description	CARC
G18	The submitted service is not allowed per your contract.	CO 256

Scenarios previously denied as *G18-The submitted service is not allowed per your contract* have been updated with more specific explanation codes to assist in understanding our claims processing.

This denial can mean a multitude of things, but effectively, the claim as submitted or processed does not find a match in our claims system to render payment based upon a providers set up or agreement. The intent of the G18 denial should be for the following situations and is where the ex-code will remain:

- A procedure code was not effective on the date of service it is billed or is not yet updated within our routine fee schedule updates that are retroactive in some cases.
- The billing or rendering provider is not eligible for reimbursement on this code on this date of service.

The graph below identifies updated explanation codes, more specifically outlining the reason for the denial, including remittance advice remark codes (RARCs):

Scenario	Updated ex-code	CARC	RARC
A procedure code lacks a modifier that is required for full adjudication	G99 — Please resubmit with applicable modifier	CO 4	N/A
Ambulatory surgical center (ASC) submits claim on <i>UB-04</i> vs <i>CMS-1500</i> ; which is not in alignment with Iowa Medicaid rules Or sub-acute mental health billed on <i>CMS-1500</i> vs. <i>UB-04</i>	G60 — Incorrect billing form/provider	CO 16	N34
Service requires a provider specific rate (in other words, not on a set fee schedule or outpatient hospital pricing)	GHK — Deny provider rate not found	CO 147	NA

Contact us

Availity* Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. Go to Availity Essentials and select the appropriate payer space tile from the drop-down. Then, select Chat with Payer and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our [provider website](https://provider.amerigroup.com/IA) for the appropriate contact.

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Iowa, Inc.