Correcting Items in Suspense

The following table summarizes how to correct errors identified by each suspense code listed in the Program Billing Suspense Report. The table only includes those suspense codes activated for current use or planned for future use in BHS MIS.

Suspense Code	Suspense Description	How To Correct
A	No Valid Diagnosis	Enter Diagnostic Review with a valid diagnosis covering date of service. If unable to fix call OPTUM help desk at (800) 834-3792
B	No Diagnosis of Billing Type	
D	No Final – Approved Progress Note	Program should run suspense reports daily to ensure progress notes are approved within the 14 days. **(When D is showing progress note has not been final approved)**
E	No Policy Number	Program can fix. Enter Policy # for all payers in 3rd Party Coverage Maintenance.
F	Service is older than # days	No correction for this item but indicates another suspense item needs to be corrected ASAP. Call BHS BU at (619) 338-2612
J	No active insurance coverage	Program can fix. Enter coverage in 3rd Party Coverage Maintenance View with effective date covering date of service.
L	Server 3rd Party Billing Suspended	Find out why QI ordered suspension of billing for the server, correct problem and request resumption of billing. Call BHS-MIS at (619) 584-5090.
M	Unit 3rd Party Billing Suspended	Find out why County ordered suspension of billing. Call assigned COTR.
V	No Assignment of Benefits (AOB) signed	Obtain signed AOB for Private Insurance and fax BHS BU an updated CA Client Financial Review Form with AOB box checked. Indicate what insurance the AOB is for in the comments section. BHS BU fax#(858) 467-9682
W	Insurance Flagged as Unbillable	Program can fix. Determine why insurance flagged as unbillable, if done in error, turn off flag 3rd Party Coverage Maintenance screen. If unable to correct call BHS BU at (619)338-2612.
Z	Not Authorized	For Medi-Cal day treatments follow up to obtain authorization from ASO/OPTUM. Program to check Client Abstract - Authorizations to verify there is an authorization. If a day treatment authorization is showing or not showing for your program contact OPTUM at (800) 798-2254 Option 4 to find out why the services are in suspense.
1	No Server provider number	For Medicare – Program must obtain Medicare Server provider number and fax to BHS MIS unit at (858) 467-0411 to be recorded in staff record.
2	Requires Re-calculation	May be corrected when BHS BU runs monthly re-calculation process. Please contact BHS BU at (619) 338-2612 if recalculation process has occurred and still showing suspended.

Suspense Code	Suspense Description	How to correct
3	No NPI	Program needs to obtain server NPI and fax to BHS MIS unit at (858) 467-0411 to be recorded in staff record.
!	Duplicate Service	Programs can fix. For 24-hour programs only- research why client is showing open to two 24-hour programs at the same time. Make corrections as needed to assignments.
p	Service Not Authorized	Program should FAX the suspense report with code P to the BHS BU for correction. BHS BU FAX # (858) 467-9682
r	Authorized Limits Exceeded	For Medi-Cal Day Treatment follow up to obtain authorization from ASO/ OPTUM. Program is authorized to provide day treatment services for a specific number of days. If you feel there is an error check with the Optum Health Provider Line phone # (800) 798-2254 Option 4, to ensure your program is authorized to provide day treatment for the days that are suspending
t	More than 20 hours of Service Billed for Crisis Stabilization to this Benefit Plan. More than 4 hours of medication services provided on the same day	For Crisis Stabilization, if total hours exceed 20 hours in a day, correct data entry of service duration by re-entering up to a total of 20 hours of billable service. Anything over 20 hours can be fixed by re-entering service as non-billable. For Medication Services, program should check the total medication services for the day. If total exceeds 4 hours, program should correct and only re-enter the service time that totals up to 4 hours for the day. All other medication services that exceed the 4 hours total, should be re-entered as non-billable.
y	Service concurrent with an Admission Assignment	Indicates client is open to 24-hour program at same time as receiving outpatient treatment service. Program must research and make corrections to the assignment or services as needed. If assignments and services are correct, identify services on the report to be claimed with "CLAIM IT ANYWAY" and fax to QI Matters at Fax # 619-236-1953 for determination. QI Matters will forward the approved report to BHS BU for processing. Once processed, BHS BU will fax the completed report to the Program for continuation of internal process, if needed.
AQ	Service Diagnosis Not Supported	Program must research and make corrections to the Diagnosis Sheet for corresponding date of service. If unable to correct contact OPTUM help desk (800) 834-3792.