MHS Health Wisconsin Claims denying for Rendering Provider

pr

DENY: STATE ENCOUNTER REJECTION DUE TO A RENDERING PROVIDER ERROR

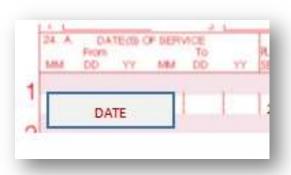
Claims denying with a "pr" denial code are due to rendering provider billed not matching what is on the state file, and either has or will cause a rejection at the state encounter level.

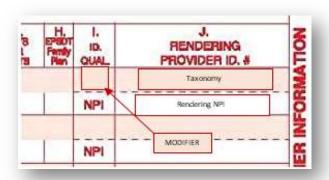
How to address Rendering Provider (pr) Denials

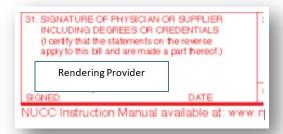
- 1) Look at the claim details and/or image in the rendering provider box (24j on a 1500 form)
- 2) If submitted on paper, confirm that there is no handwriting, and that all information landed within the box completely.
- 3) Identify the NPI and Taxonomy combination as submitted in box 24j (taxonomy in 24Ja, NPI in 24Jb)
- 4) Contact Forward Health (FH) to confirm:
 - a. the rendering taxonomy billed is certified under the NPI billed
 - b. the taxonomy and NPI combination on file with FH match what you entered on the claim
 - c. the dates allowed for each match the date of service on your claim
- 5) Ensure the appropriate modifier is in box 24I
- 6) Confirm that box 31 signature is completed with the rendering provider's name
- *If any of the above steps lead you to an inconsistency, you should take one of two steps, depending on which source (claim or FH) is incorrect:
 - 1) Contact Forward Health to get their information corrected. Once it is showing correctly on FH, submit a reconsideration with MHS Health *OR*
 - 2) Correct or resubmit the claim to MHS Health Wisconsin, and be sure to correct the way you submit all future claims

*If all of the above steps confirm that you submitted details on the claim exactly as what is on file with FH, submit a request for reconsideration within our secure provider portal, or reach out to your provider rep for further assistance.

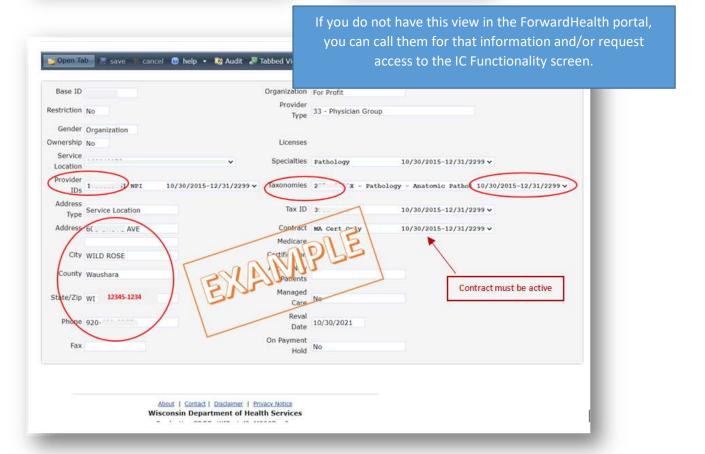
Images showing examples are on the next page.











Check NPI and taxonomy combinations and dates, address information, and contract certification.