

# Claims for Prior Authorized Radiological Services May Have Been Denied in Error

Information posted January 23, 2012

TMHP has identified an issue that impacts claims for some outpatient radiological services that were submitted on or after January 5, 2012. Prior authorizations for outpatient radiology that were granted by MedSolutions on or after January 5, 2012, may not have been transmitted to TMHP. As a result, claims for some outpatient radiological services have been denied with the following explanation of benefits message even if an authorization had been granted and the authorization number was on the claim:

EOB	Message
00572	It is mandatory that authorization be obtained. Due to the lack of approval, the service is non-payable.

TMHP is working to resolve this issue. Once this issue is resolved, all impacted claims will be reprocessed. When the claims are reprocessed, providers may receive additional payment, which will be reflected on their Remittance and Status (R&S) Reports.

For more information, call the TMHP Contact Center at 1-800-925-9126.