



URGENT

NOTIFICATION FOR PROVIDERS

All Providers

Remittance Advice and 835 files

Beginning in September, providers will now be able to see multiple claim adjudication reason codes on their Remittance Advices (RA) and their 835 files. On the 835 file the additional reason codes will be found in Loop 2110 on the LQ segment. The reason descriptions pertaining to those adjudication reason codes will be available on the last page of the RA in the Reason Code Key. The Reason Code Key assists in identifying why a claim denied and will identify any additional action needed on the claim, for example – a denied claim may need to be replaced with the correction as stated by the denial code.

If you have questions, please contact the Provider Support Service Line at 1-855-250-1539.

DO NOT REPLY to this email, as this is an unmonitored email address. If you have any questions please send an email to NetworkServices@TrilliumNC.org.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

