

Prevent Claim Denials: Ensure Accurate Billing Information with Highmark

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To comply with the 21st Century Cures Act (21st CCA) and CMS requirements, providers in a Delaware Medicaid Managed Care Organization must register and maintain their information with Gainwell Technologies. This information includes:

- National Provider Identifier (NPI)
- Taxonomy (For Rendering, Billing, and Non-Billing providers (Ordering, Referring, Prescribing, and Attending (ORPA) Providers)
- Billing/Service Address (Linked to specific Taxonomy and NPI)

Minimize 21st Century Cures Act claim denials (E1344, COB7) with this guide. Learn the common triggers and solutions below.

I. Common Denial Triggers & Solutions:

1. Billing Taxonomy and Address Verification:

- **Denial Trigger:** Claim denied due to incorrect billing taxonomy.
 - **Solution:** Verify the specific billing taxonomy used on the claim is currently registered and active with Gainwell. Check [online](#) or contact Gainwell directly at **1-800-999-3371**.
- **Denial Trigger:** Claim denied due to incorrect billing address for the submitted taxonomy.
 - **Solution:** Verify the billing address being used on the claim is specifically listed under the corresponding billing taxonomy in Gainwell's system.

2. Rendering/Attending Taxonomy Verification:

- **Denial Trigger:** Claim denied due to incorrect rendering/attending provider's taxonomy.
 - **Solution:** Verify the specific rendering/attending provider's taxonomy is registered and active with Gainwell. If it isn't, submit a corrected claim with a registered taxonomy.

3. NPI and Location Verification:

- **Denial Trigger:** Claim denied due to Billing NPI not registered with Gainwell.
 - **Solution:** Verify the billing NPI entered on the claim is registered with Gainwell.
- **Denial Trigger:** Claim denied due to no match on Billing NPI and zip code
 - **Solution:** Verify that the billing NPI is registered with Gainwell along with the **exact** address and associated zip code.

- **Denial Trigger:** Claim denied due to Rendering/Attending NPI not registered with Gainwell
 - **Solution:** Verify the Rendering/Attending NPI submitted on the claim is registered and active with Gainwell.

II. Proactive Measures: Prevention is Key

- **Active Registration:** Regularly verify your Gainwell registration is active and that you are revalidating as required. Don't wait for a claim denial to verify your information and notify Gainwell if there's a change in NPI, Taxonomy and/or billing/service address.
- **Consistent Taxonomy:** Always bill using the taxonomy **exactly** as it is registered with Gainwell. Even minor discrepancies will cause denials.
- **Rendering/Attending Provider Taxonomy:** When billing for a rendering/an attending provider, the taxonomy **must** be included on the claim.

Ordering, Referring, Prescribing, and Attending (ORPA) Validation: When including ORPA providers on the claim the taxonomy submitted must be registered with Gainwell.

III. Correcting Denied Claims:

- If a claim is denied due to inaccurate or unregistered information, you **must** submit a corrected claim.
 - **Frequency Code:** Use a frequency code of '7' to indicate a corrected claim.
 - **Original Claim Number:** Include the original claim number that was denied.

Following these steps will significantly reduce claim denials for your services. We value our partnership with you in providing quality care to our members.

