

Prevent Claim Denials from 21st Century Cures Act Compliance

Highmark Health Options has partnered with Gainwell Technologies to maintain provider information in accordance with the 21st Century Cures Act (21st CCA) and Centers for Medicare and Medicaid Services (CMS) guidelines for providers in a Delaware Medicaid Managed Care Organization. Providers must routinely review and/or update their NPI, taxonomies, and billing/service address billing information with Gainwell. **Inaccurate or unregistered provider information submitted on a claim will result in claim denials.**

Common Claim Denial Reasons

Billing Taxonomy: Claims may be denied if the billing taxonomy used on the claim does not match the billing taxonomy registered with Gainwell. Verify the taxonomy or register a new taxonomy with Gainwell [online](#) or by phone at **1-800-999-3371**.

Billing Address: Ensure the billing address used for a specific taxonomy and NPI combination matches Gainwell's records. You may have multiple addresses for different taxonomies.

NPI and Location Verification: If the NPI is not registered or does not match Gainwell's records along with the exact address, taxonomy, and zip code associated with that NPI, the claim will be denied.

Review the [Provider Claim Denial Prevention Tipsheet](#) on the HHO Provider website for additional information and tips about common claim denial reasons and steps to take to ensure your claims are processed correctly.