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DMAP Operations

Authorized Signature

Number: DMAP- IM-07-117

Issue Date: 08/02/07

Topic: Medical Benefits

Subject: Provider announcement: Claims denied for invalid modifier

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify): DHS staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |

**Message:**

The first week of August DMAP will send the attached RA stuffer to providers that explains the system erroneously denied claims using error code EOB 449, "Missing or invalid modifier used," even when a modifier was not needed.

We instructed FFS providers to resubmit their claims either electronically – or – via paper with a note to the Provider Services Unit (PSU) at the Summer St. address to expedite payment. Should the providers choose to do so, they can resubmit their claims to the regular PO box.

Please transfer any related calls from providers to PSU at 947-5515, Monday through Thursday 8:00 a.m. to 4:30 p.m. and Friday 10:00 a.m. to 4:30 p.m.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Provider Services		
<b>Phone:</b>	503-947-5515 or 800-336-6016		
<b>E-mail:</b>	<a href="mailto:DMAP.providerservices@state.or.us">DMAP.providerservices@state.or.us</a>		



## Resubmit claims denied for "invalid modifiers"



On July 27, 2007, the DHS payment system erroneously denied several thousand claims with the following error message: **EOB 449 – Missing or invalid (unknown) modifier used.**

This happened even when no modifier was needed. If your Remittance Advice for July 27 showed a denial for reason EOB 449, you may resubmit the claims. Unfortunately, DMAP cannot retrieve these claims and resubmit them for you. The system problem was fixed July 31, 2007.

To expedite payment, resend your electronic claims – or – send paper claims to Provider Services at 500 Summer St. NE, E-44, Salem, OR 97301. Attach a note to your batch of claims requesting reprocessing due to the EOB 449 (invalid modifier) error.

We apologize for the inconvenience this has caused. Questions? Contact Provider Services 800-336-6016.