TO: All Providers

RE: Claim Adjustment Reason Codes (CARC) Changes on the X12 835 Health Care Claim Payment/Advice

This bulletin serves to inform all providers that on May 1, 2024 the Department of Social Services (DSS) and Gainwell Technologies will be updating the Claim Adjustment Reason Codes (CARCs) and Claim Adjustment Group Codes (CAGCs) combinations for specific EOB codes on the X12 835 Health Care Claim Payment/Advice. This change is in support of feedback from the provider community that it is difficult to separate Medicare crossover claim adjustments from Medicaid primary claim adjustments.

All EOBs listed below have a current CAGC of CO and CARC of 22. These EOBs will change to a CAGC of OA and a CARC of 23. "Indicates the impact of prior payer(s) adjudication including payments and/or adjustments".

EOB Code	Code Description
0158	CLAIM/DETAIL PAID PARTIAL CO−INSURANCE AND DEDUCTIBLE BILLED.
0159	CLAIM/DETAIL PAID PARTIAL DEDUCTIBLE BILLED.
0161	CLAIM DETAIL DENIED OR SERVICE INCLUDED IN PAYMENT / ALLOWANCE ALREADY ADJUDICATED BY MEDICARE
0164	CLAIM/DETAIL PAID IN FULL BY MEDICARE.
0165	MEDICARE PAYMENT IS EQUAL TO OR EXCEEDS MEDICAID ALLOWED CHARGE.
0870	CLAIM/DETAIL PAID FULL CO−INSURANCE OR COPAY BILLED. COPAY ONLY IF OUTPT XOVR SUBMITTED AT DETAIL
0871	CLAIM/DETAIL PAID FULL CO−INSURANCE&DEDUCTIBLE OR COPAY BILLED. COPAY IF OUTPT XOVR
0872	CLAIM/DETAIL PAID FULL DEDUCTIBLE BILLED.
0885	CLAIM/DETAIL PAID PARTIAL COINSURANCE OR COPAY BILLED. COPAY ONLY IF OUTPT XOVR SUBMITTED AT DETAIL

X12 835 Health Care Claim Payment/ Advice

The 5010 X12 835 Health Care Claim Payment/Advice will be updated on May 1, 2024 with the new combinations of CARCs and CAGCs code combinations. Providers may need to update their EHR software to capture these new CARCs and CAGC combinations or contact their trading partner or clearing house and inform them of the updates to the X12 835 Health Care Claim Payment/Advice. Please refer to the Medical Assistance Program Explanation of Benefits (EOB) Crosswalk on the Web Site www.ctdssmap.com for all updates.

Medical Assistance Program Explanation of Benefits (EOB) Crosswalk

The Medical Assistance Program EOB Crosswalk will be updated. The new crosswalk will be available on the Web site www.ctdssmap.com under Information, then Publications then scroll down to "Claim Processing Information", select the "Medical Assistance Program EOB Crosswalk - Pharmacy and Non-Pharmacy" link. The crosswalk will contain the EOB, EOB Description, Business Scenario, the CAGC, CARC, Remark Code, and RARCs with a description of each code. Crosswalks are updated weekly and providers should refer to this document periodically.

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Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
Toll free 1-800-842-8440 or write to Gainwell Technologies, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com

The EOBs can be found on the Remittance Advice (RA) PDF on the secure Web site www.ctdssmap.com under "Trade Files" then choose "Download" from the drop-down menu. Select "Remit. Advice (RA) - PDF" from the "Transaction Type" on the File Download Search screen.

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