



Update on MITS System Corrections

Claims Denials Corrected

Over the past month, staff of the Ohio Department of Medicaid and the Ohio Department of Mental Health and Addiction Services has heard from behavioral health providers about Medicaid claim denials that appear to be incorrect. Some claim denials have occurred for services to youth with the denial reason code reading “the service exceeds the benefit limit.”

In these situations, claims were denied incorrectly. Ohio Medicaid staff recognized this as a system defect and worked with our MITS vendor, Hewlett-Packard, to develop a correction. The system correction was developed, tested, and went into production early on November 13th.

Providers should now be able to resubmit the claims previously denied, and those claims should pay. No changes should be needed on the previously submitted claims unless there were other reason codes on the EOB that need to be corrected.

If providers experience any further difficulties we ask that they report them to the Medicaid provider call center at 1-800-686-1516.