

Eli's Hospice Insider

Hospice Claim Glitch Is All Patched Up, CMS Says

But don't expect automatic release of claims held in error.

A fix is finally scheduled for a hospice claims glitch discovered in January.

The problem: "In some cases, hospice claims were being returned to providers (RTP'd) in error with reason code 31503," RHHI **Cahaba GBA** says on its website. "The sum of the total units for revenue codes 651, 652, 655 and 656 exceeds the number of billing period days," HHH MAC **Palmetto GBA** explains on its website.

The solution: CMS has told contractors to hold hospice claims editing with reason code 31503, Cahaba and Palmetto tell providers. A system fix was installed April 4.

But don't rush to resubmit your returned hospice claims. The system fix should have resolved the problem, but Palmetto is waiting on verification of the fix before it releases claims held due to this error, it says.

Tip: Verify that the units reported on the claim are correct before resubmitting it, Palmetto instructs. When working correctly, the error code indicates that the sum of the total units for revenue codes 651, 652, 655 and 656 exceeds the number of billing period days.