

# PACE/CRDP/SPBP PROVIDER BULLETIN

May 3, 2022

## Coordination of Benefits (COB) Reminder

During routine claim audits, PACE has found claims submitted with correctable errors affecting claim accuracy and adjudication.

### REMINDER:

**Other Coverage Code= 3 (Other Coverage Billed, Claim Not Covered) to be used when ALL other payers rejected/denied the claim:**

- **Field 352-NQ**, “Other Payer Patient Responsibility Amount” and **Field 431-DV**, “Other Payer Amount Paid” **must not** be submitted on these claims.
  - Claims submitted with **any** value, including those containing a zero (Ø) in these fields **will deny** with NCPDP Error 446—“COB/Other Payments Segment Incorrectly Formatted”.

**Other Coverage Code= 4 (Other Coverage Exists, Payment Not Collected) to be used when no other payer is paying on the claim but at least 1 payer has accepted the claim:**

- When **Field 352-NQ**, “Other Payer Patient Responsibility Amount” is submitted on these claims, it **must** contain a value greater than Ø.
  - Claims submitted with Field 352-NQ and containing no value or Ø’s **will deny** with NCPDP Error NQ-“M/I Other Payer Patient Responsibility Amount”.
- **Field 431-DV**, “Other Payer Amount Paid” **must** be submitted on these claims.
  - Claims submitted without this field **will deny** with NCPDP Error 7K- “Discrepancy Between OCC and Other Payer Amount” and 8W- “Discrepancy Between OCC/Other Payer Amount Paid”.
  - Field 431-DV, “Other Payer Amount Paid”, submitted with any value greater than Ø **will deny** with NCPDP 7K- “Discrepancy Between OCC and Other Payer Amount”.

Questions may be directed to Provider Services at 1-800-835-4080.