



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

August 24, 2020

RE: Claims Denials for Invalid Diagnosis for Age of this Member

The HSCSN Claims Department has identified a significant number of claim denials due to an incorrect diagnosis or procedure code: ***“Invalid diagnosis for age of this member”***. When submitting your claim(s), you must verify that the diagnostic code used is age-appropriate and aligns with the services rendered (i.e., CPT/HCPCS codes). For example, you should not use a newborn diagnostic code for a sixteen-year-old.

If your authorization letter has a diagnosis or procedure code(s) that is not consistent with the services to be rendered, please contact the HSCSN UM department at 202-721-7162 and leave a detailed message requesting an update to the authorization. Please do so prior to submitting a claim. The HSCSN UM Department will work with you to ensure authorizations are up to date.

Should you have any questions or concerns regarding this notice, please contact your assigned Provider Relations Representative at 202-467-2737 or via email at PRelations@hschealth.org.

Sincerely,

Charisse F. Vickerie, MSW
Manager, Provider Relations

Cc: HSCSN Claims Department
HSCSN Utilization Management Department

For more information visit hscsnhealthplan.org.
For reasonable accommodations please call (202) 467-2737.

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complace en asistirle. **Spanish.**

የአንግሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 7:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 202-467-2737 በመጻወድ እርዳታ ማግኘት ይቻላል። **Amharic.**

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午 7:00 到下午 5:30 之間給 202-467-2737 打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.