
Reason Code 38107 System Issue

Background:

In July of 2009, an issue was identified in which home health claims erroneously suspended to status/location SM8107 and assigned reason code 38107. Claims were assigned to SM8107 when the original submission for the episode claim rejected and the cancel DCN was not removed from the episode Request for Anticipated Payment (RAP).

Normally, the RAP is canceled when the final claim for the episode is processed; however, if the final claim rejects for any reason, the RAP is left open so that a new corrected final claim can be submitted. Due to this system issue, the cancel DCN remains on the RAP in these situations, causing any new final claim to hit the 38107 reason code.

Meanwhile, claims that were suspending in SM8107 (due to the cancel DCN remaining on the RAP from the original rejected claim) have been moved to an internal status/location for manual intervention. The fix for this system issue is set for the January release.

Interim Actions for Providers:

The chart below outlines the various reasons a claim may receive reason code 38107 and the corresponding action required:

If...	Then...
Your final episode claim is in a suspended status/location (such as SM8117) due to the system issue described above	The claim requires manual intervention and no provider action is required
Your final episode claim is assigned reason code 38107 and the RAP that matched the claim has been autocanceled	Resubmit the RAP, wait for it to process, then resend the final claim for processing

If...	Then...
<p>Your final episode claim has been returned for reason code 38107 and there is a RAP present on the system that has not been canceled</p>	<p>Verify the following fields on your episode RAP and claim match:</p> <ul style="list-style-type: none"> • Admit date • From date • NPI • HIPPS code • HIPPS code line item date of service <p>If all of the above fields do not match, make the appropriate corrections and F9 the claim. If all of these fields on your final claim match the open RAP, but the RAP was submitted after the final claim, please F9 the claim so that it can match up to the RAP appropriately.</p>

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