

## Appeal/Adjustment/Reconsideration Reference Guide

Use to determine when to submit an appeal/adjustment/reconsideration\*

| Claim Adjustment Reason Code (CARC) | Remittance Advice Remark Code (RARC) | Medica denial/disallow or adjustment code and description | Related information  | Type of code (denial/disallow, adjustment) | Modifier(s) | Does CCI allow modifier override? If yes.... | Does CCI allow modifier override? If no...  | Does documentation support services billed? If yes...   | Does documentation support services billed? If no...                                  |
|-------------------------------------|--------------------------------------|---|--|--|-------------|--|---|---|---|
| CO B20                              | N/A                                  | 009 - Services Performed by Another Provider              | <a href="#">Same Day Same Service reimbursement policy</a>             | Adjustment                                 | 25          | N/A  | N/A   | Yes -- Submit an appeal with documentation.   | No -- Services are not separately reimbursable and are considered provider liability. |
| CO 151                              | N/A                                  | 013 - Incorrect Number of Units                           | <a href="#">Maximum Frequency per Day (Units) reimbursement policy</a> | Adjustment                                 | 59, 76, 91  | N/A  | N/A   | Yes -- Submit an appeal with documentation.   | No -- Services are not separately reimbursable and are considered provider liability. |
| OA 18                               | N/A                                  | 016 - Duplicate Procedure/Payment                         | <a href="#">Same Day Same Service reimbursement policy</a>             | Adjustment                                 | All         | N/A  | N/A   | Yes -- Submit an appeal with documentation.   | No -- Services are not separately reimbursable and are considered provider liability. |
| CO B15                              | N/A                                  | 047 - Unbundled Service                                   | <a href="#">CCI Editing, Rebundling reimbursement policies</a>         | Adjustment                                 | 59          | Yes -- Submit appeal with documentation.     | No -- Services are not separately reimbursable and are considered provider liability. | N/A   | N/A   |
| CO B15                              | N/A                                  | 064 - Unbundled Service                                   | <a href="#">CCI Editing, Rebundling reimbursement policies</a>         | Adjustment                                 | 59          | Yes -- Submit appeal with documentation.     | No -- Services are not separately reimbursable and are considered provider liability. | N/A   | N/A   |
| CO 095                              | N/A                                  | 114 - Misinterpretation of Policy/Contract                | <a href="#">Multiple Procedure Reduction</a>                           | Adjustment                                 | 59          | N/A  | N/A   | Original claim was adjusted due to unbundled services therefore multiple procedure reduction may not apply -- Review the original claim processing to determine if an appeal needs to be submitted. | N/A   |
| CO 119                              | N362                                 | 039 - Units > Usual for review send notes                 | <a href="#">Maximum Frequency per Day (Units) reimbursement policy</a> | Denial/Disallow                            | 59, 76, 91  | N/A  | N/A   | Yes -- Submit an appeal with documentation.   | No -- Services are not separately reimbursable and are considered provider liability. |
| OA 18                               | N/A                                  | 023 - Charge Previously Processed                         | <a href="#">Same Day Same Service reimbursement policy</a>             | Denial/Disallow                            | 24, 25      | N/A  | N/A   | Yes -- Verify coding and submit a corrected claim or an appeal.*  | No -- Services are not separately reimbursable and are considered provider liability. |
| OA 18                               | N/A                                  | 053 - Claim Already Processed                             | Exact duplicate claim  | Denial/Disallow                            | All         | N/A  | N/A   | Claim is denying as an exact duplicate -- Review the original claim processing to determine if an appeal needs to be submitted.   | No -- Services are not separately reimbursable and are considered provider liability. |
| OA 18                               | N/A                                  | 234 - Duplicate   | Exact duplicate claim  | Denial/Disallow                            | All         | N/A  | N/A   | Claim is denying as an exact duplicate -- Review the original claim processing to determine if an appeal needs to be submitted.   | No -- Services are not separately reimbursable and are considered provider liability. |
| OA 18                               | N/A                                  | 277 - Claim Has Already Been Processed & Paid             | <a href="#">Same Day Same Service reimbursement policy</a>             | Denial/Disallow                            | 24, 25      | N/A  | N/A   | Yes -- Verify coding and submit a corrected claim or an appeal.*  | No -- Services are not separately reimbursable and are considered provider liability. |
| CO 234                              | M80                                  | 807 - Unbundled Service                                   | <a href="#">CCI Editing, Rebundling reimbursement policies</a>         | Denial/Disallow                            | 59          | Yes -- Submit appeal with documentation.     | No -- Services are not separately reimbursable and are considered provider liability. | N/A   | N/A   |
| CO 97                               | M15                                  | 1207- Unbundled Service                                   | CCI Editing and Rebundling   | Denial/Disallow                            | All         | Yes -- Submit appeal with documentation.     | No -- Services are not separately reimbursable and are considered provider liability. | N/A   | N/A   |
| CO 97                               | M15                                  | 1210- Mutually exclusive to another code                  | CCI Editing and Rebundling   | Denial/Disallow                            | All         | Yes -- Submit appeal with documentation.     | No -- Services are not separately reimbursable and are considered provider liability. | N/A   | N/A   |
| CO 119                              | N362                                 | 1215- Exceeds number allowed per day                      | CCI Editing and Rebundling   | Denial/Disallow                            | All         | Yes -- Submit appeal with documentation      | No -- Services are not separately reimbursable and are considered provider liability. | N/A   | N/A   |

\*Note: Minnesota providers follow Administrative Uniformity Committee (AUC) guidelines.

### Additional Resources:

[CARC list](#)

[Medica Modifier Reference Guide](#)

[RARC list](#)

[CCI edits \(per CMS\)](#)