



**PROMISE™ Billing Quick Reference Document  
Error Status Codes (ESCs) for Financial Management  
Services (FMS) Effective July 1, 2009  
Informational Packet # 016-09**

**PURPOSE:** This Office of Developmental Programs (ODP) Informational Packet is a *Quick Reference* resource which lists the error status codes (ESCs) for Financial Management Services that apply to ODP services rendered for dates of service July 1, 2009 and forward.

Included in the attached Informational Packet # 016-09 titled, "*PROMISE™ Billing Quick Reference Error Status Codes (ESCs) for Financial Management Services (FMS) Effective July 1, 2009*", is a comprehensive listing of the FMS ESCs effective July 1, 2009, an explanation of what caused the ESCs to set, and instructions for correcting specific billing errors for ODP services rendered for dates of service July 1, 2009 and forward.

**PLEASE NOTE:** Although PROMISE™ does not prevent Financial Management Service providers from billing multiple services and one-time Administrative Fees on a single claim transaction, in order to minimize the risk of setting a claim denial, it is strongly recommended that a single service and its associated one-time Administrative Fee, with the same dates of service, are the only procedure codes (services) billed on a single claim transaction.

If you have any questions regarding this Informational Packet or find you are unable to resolve your billing or claim issues, please contact the ODP Claim's Resolution Section at:

E-mail: [ra-odpclaimsres@state.pa.us](mailto:ra-odpclaimsres@state.pa.us)  
Phone: 1-866-386-8880 Mon - Thurs 8:30-12:00 and 1:00 - 3:30

**Office of Developmental Programs (ODP)  
Financial Management Services (FMS)  
PROMISE™ ERROR STATUS CODES (ESCs)- Effective July 1, 2009**

ESC #	ESC Short Description Seen on Remittance Advice (RA)	REASON(S) ESCs WILL SET	HOW TO CORRECT ESCS
775	> One Unit Billed For Admin Fee	<p>This ESC will set when PROMISE™ determines any type of Administrative Fee was billed and more than one unit was found in the "Units" field on the claim.</p> <p>If PROMISE™ determines that more than one unit was submitted in the "Units" field, then the units submitted will be cut back to one unit and the claim detail line will pay. The allowable units and the payment will reflect the unit reduction.</p> <p>The following Administrative Fee procedure codes are subject to this edit: W7318, W7319, W0026, W0026 U2, W0027, and W0027 U2.</p>	<p>NO CORRECTION NEEDED.</p> <p>To prevent this error from setting when submitting future claim transactions, please ensure only 1 unit is entered in the "Units" field when any type of Administrative Fee is submitted.</p> <p><b>Please note: For any one claim detail line, only one unit can be billed for the Administrative fee, regardless of the date span (DOS) entered in the "From DOS" and "To DOS" fields.</b></p>
919	PDS Authorized Service Not Found on ISP	<p>This ESC will set and the claim detail line will deny when PROMISE™ determines a Monthly Administrative Fee was submitted on the claim but no Participant-Directed Service(s) (PDS) is present on the individual's ISP for the calendar month represented by the dates of service (DOS) submitted on the claim.</p> <p>The following <b>Monthly</b> Administrative Fee procedure codes are subject to this edit: W7318, W7319</p>	<p>The Monthly Administrative Fee will only be paid after the system determines at least one PDS is present on the person's ISP.</p> <p>In order to receive payment for the Monthly Administrative Fee, the provider should contact the Individual's Supports Coordinator (SC) and request the PDS service(s) is added through the Critical Revision process.</p>
5561	1 Monthly Admin Fee Allowed per Mth Per Consumer	<p>This error code will set and the claim detail line will deny when PROMISE™ determines the provider submitting the claim has already billed for the Monthly Administrative Fee for the same consumer during the same calendar month. In other words, PROMISE™ determines that the Monthly Administrative Fee was already billed in the same month.</p>	<p>NO CORRECTION NEEDED.</p> <p>To prevent this error from setting when submitting future claim transactions, please ensure only 1 Monthly Administrative Fee is billed for the month reflected by the dates of service entered on the claim.</p>

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5562	Bill Monthly Admin Fee in Following Month	This ESC will set and the claim detail line will <b>deny</b> when PROMISE™ determines that the "Billed Date" is in the same month as the date the service billed on the claim was rendered.	To correct this error, please wait until the first day of the following month, at the earliest, to bill the Monthly Administrative Fee.
5563	Bill Admin Fee For Camp or Trans/Week/ Consumer	<p>This ESC looks at the one-time Administrative Fee and the services associated with the one-time Administrative Fee that are billed on the current claim and claim history, for the same provider or different providers, before it sets.</p> <p><b>The following Administrative Fee billing combinations are considered <u>valid billing combinations</u> for this ESC. They are permitted to be billed by the same or different providers for the same individual within the same calendar week on the same claim or on a different claim. <u>All other combinations, other than the valid combinations listed below, will set ESC 5563 and cause the entire claim to suspend:</u></b></p> <ol style="list-style-type: none"> <li>1. W0026 and W0026 U2 – Agency With Choice (AWC) one-time Administrative Fee for any service for individuals who are not self directing <i>and</i> AWC one-time Administrative Fee for Respite Camp for individuals not self-directing services.</li> <li>2. W0026 and W0027 U2 – AWC one-time Administrative Fee for individuals who are not self directing and Vendor Fiscal one-time Administrative Fee (Acumen or County Program contracted VF/EA) for Respite Camp for individuals not self directing services.</li> <li>3. W0027 and W0026 U2 – Vendor Fiscal Agent one-time Administrative Fee for individuals who are not self directing and AWC one-time Administrative Fee for Respite Camp for individuals not self-directing services.</li> </ol>	<p>DO NOT ATTEMPT TO ADJUST OR RESUBMIT A SUSPENDED CLAIM. When a claim is set to suspend, staff at ODP will manually review the claim, then make a determination whether to "pay" or "deny" the claim detail line (service line).</p> <p><b>PLEASE NOTE:</b></p> <ol style="list-style-type: none"> <li>1. A provider can bill any date span on a claim detail line for the one-time Administrative Fee but <u>only one unit is permitted to be billed for the one-time Administrative Fee for the same dates of service.</u> Please make sure the Administrative Fee billed and the service associated with the one-time Administrative Fee is entered on the claim with exactly the same dates of service.</li> <li>2. Although PROMISE™ does not prevent Financial Management Service (FMS) providers from billing multiple services and one-time Administrative Fees on a single claim transaction, in order to minimize the risk of setting a claim denial, it is strongly recommended that a single service and its associated one-time Administrative Fee, with the same dates of service, are the <u>only</u> procedure codes (services) billed on a single claim transaction.</li> </ol>

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		4. W0027 and W0027 U2 - Vendor Fiscal Agent one-time Administrative Fee for individuals who are not self directing and Vendor Fiscal Agent one-time Administrative Fee for Respite Camp for individuals not self-directing services.	
5566	Dates of Svc Mismatch For Service and Admin Fee	<p>This error code will set and the claim detail line will <b>deny</b> when the "From" Dates of Service and the "To" Dates of Service for the service billed and the one-time Administrative Fee do not match.</p> <p>In this situation, PROMISE™ will pay for the service only and deny the claim detail line for the Administrative Fee billed. In order for the Administrative Fee to be paid, the dates of service for the Administrative Fee must exactly match the dates of service for the service submitted on the claim.</p>	<p>To correct this ESC and receive payment for the Administrative Fee:</p> <ul style="list-style-type: none"> <li>• Confirm the dates of service were entered correctly for both the one-time Administrative Fee and Service.</li> <li>• Void the original claim where the Administrative Fee was denied and the service was paid.</li> <li>• Resubmit the claim but use the same dates of service for both the one-time Administrative Fee and the service associated with the one-time Administrative Fee.</li> </ul> <p><b>Both the service and one-time Administrative Fee must be billed on the same claim, with the same dates of service, in order to receive payment for the Administrative Fee.</b></p>

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5567	1 Time Admn Fee & Srvc Must Be Billed On Same Clm	<p>This ESC will set and <b>deny</b> the claim detail line when PROMISE™ determines that:</p> <ol style="list-style-type: none"> <li>1. Two or more one-time Vendor services and one-time Administrative Fees were submitted on a single claim for the same dates of service and for the same individual. PROMISE™ is unable to determine what service to apply to which fee found on the claim. Both vendor services will pay and the one-time Administrative Fee will deny.</li> <li>2. The one-time Administrative Fee does not correspond to a service billed on the claim with the same dates of service. In this case, the service will pay and the one-time Administrative Fee will deny.</li> <li>3. A Transportation service was billed and the one-time Administrative Fee submitted on the claim contained a U2 modifier, which indicates Camp instead of Transportation. In this case, the service will pay and the one-time Administrative Fee will deny.</li> </ol> <p>The following procedure codes are subject to ESC 5567:</p> <p><u>One-Time Administrative Fee Procedure Codes for Vendor Services</u> W0026, W0026 U2, W0027, W0027 U2</p> <p><u>One-Time Vendor Services subject to ESC 5567</u></p> <p>W7285, W7286, W7279, W7272, W7285, W8401, W7286, W8400, W7285, W7271, W7272, W7274, W7275, W7276, W7277, W7279, W7278, T2028, T2029, W7283, W7283, W7284, W6089, W7315, W7316, W7317, W7320, W7219 (SERVICE PROCEDURE CODES ARE REGARDLESS OF MODIFIERS)</p>	<p>To correct this error do one of the following:</p> <ol style="list-style-type: none"> <li>1. If two one-time Vendor services were rendered in one week, submit 2 separate claims for each Vendor service and make sure the corresponding one-time Administrative Fee is included on each claim with the same dates of service.</li> <li>2. To receive payment for the one-time Admin Fee, void the original claim, then resubmit a claim that contains both the one-time Admin Fee and the corresponding service. Make sure both the service &amp; Admin fee have the same dates of service.</li> <li>3. To receive payment for the one-time Admin Fee, void the original claim, then resubmit a claim that contains both the one-time Admin Fee without the U2 modifier and the corresponding service both with the same dates of service.</li> </ol> <p><b>Please Note:</b> Although PROMISE™ does not prevent FMS providers from billing multiple services and one-time Administrative Fees on a single claim transaction as long as they are for different dates of service, in order to minimize the risk of setting a claim denial, it is strongly recommended that a single service and its associated one-time Administrative Fee, with the same dates of service, are the only procedure codes (services) billed on a single claim transaction.</p>

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5568	Service Prgm Change for Admin Fee	<p>This ESC will set for informational purposes only and the claim detail line will <b>pay</b> when PROMISE™ has determined that the individual has ODP Waiver eligibility, but the service rendered is paid by the Base Program.</p> <p>In order for PROMISE™ to pay for the service and accompanying Administrative Fee, PROMISE™ will change the service program associated with the one-time Administrative Fee to Base when it finds the individual is Waiver eligible but the service is paid by the Base Program.</p>	<p>NO CORRECTION NEEDED.</p> <p>Edit sets for informational purposes only.</p> <p><b>Please note:</b> Payment for the service and one-time Administrative Fee should be obtained from the Administrative Entity (County). Payment for the service and one-time Administrative Fee <u>will only</u> appear on the Payment File (Trade Files).</p>
5569	Admin Fee On Claim Suspends When Service Suspended	<p>This ESC will set and the entire claim will <b>suspend</b> when:</p> <ol style="list-style-type: none"> <li>1. PROMISE™ has determined that the service submitted has caused the claim to suspend.</li> <li>2. PROMISE™ has determined that the Administrative Fee submitted has caused the claim to suspend.</li> </ol>	<p>DO NOT ATTEMPT TO ADJUST OR RESUBMIT A SUSPENDED CLAIM. When a claim is set to suspend, staff at ODP will manually review the claim, then make a determination whether to "pay" or "deny" the claim detail line (service line).</p>
5570	Admin Fee On Claim Denied When Service Denied	<p>This ESC will set:</p> <ol style="list-style-type: none"> <li>1. If the service on the claim denied and PROMISE™ finds the service has the same dates of service as an Administrative Fee found on the claim, then the service and Administrative fee will both deny.</li> <li>2. If the Administrative Fee submitted on the claim denied and PROMISE™ finds it has the same dates of service as a service found on the claim, then the Administrative Fee and service will both deny.</li> </ol>	<p>NO CORRECTION IS NEEDED unless you determine that the service or Administrative Fee or both were submitted in error. Correct the issue and resubmit the claim with the correct information.</p>

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5571	No Provider Specific Rate for Monthly Admin Fee	<p>This edit will set and the claim detail line will <b>deny</b> when PROMISE™ has determined that the billing provider does not have a provider specific rate on file for the Monthly Administrative Fee.</p> <p>This edit only applies to the Consolidated and Person/Family Directed Support Waivers.</p>	<p>To correct this error, the provider should contact their ODP Regional Office and explain that ESC 5571 set which indicates that their provider specific rate is missing for the Monthly Administrative Fee.</p> <p>South East Regional Office: 215-560-2245 North East Regional Office: 570-963-4749 Western Regional Office: 412-565-5144 Central Regional Office: 717-772-6507</p>
5572	Monthly Admin fee Cannot Span Calendar Month	<p>This edit will set and the claim detail line will <b>deny</b> when PROMISE™ has determined that the "From" and "To" dates of service, found on the claim detail line, for the Monthly Administrative Fee is greater than a calendar month.</p>	<p>To correct this error, submit a new claim that contains claim detail lines where each claim detail line reflects a different calendar month or submit separate claims where each claim contains a claim detail line where the "From" and "To" date of service reflect different non-overlapping calendar months.</p> <p><b>Please remember that the Monthly Administrative Fee should be submitted the following month after the service was rendered.</b></p>
5573	More than 1 Mthly Admin Fee Billed Per Indiv/Month	<p>This edit will set and the claim detail line will suspend when PROMISE™ has determined that two different billing providers billed the Monthly Administrative Fee for the same individual during the same calendar month.</p>	<p>DO NOT ATTEMPT TO ADJUST OR RESUBMIT A SUSPENDED CLAIM. When a claim is set to suspend, staff at ODP will manually review the claim, then make a determination whether to "pay" or "deny" the claim detail line (service line) for the Monthly Administrative Fee.</p>

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5574	Multiple Types of Admin Fees Billed in Same Month	<p>This ESC will set and <b>deny</b> the second Administrative Fee (Monthly Administrative Fee or one-time Administrative Fee) billed when PROMISE™ has determined that more than one type of Administrative Fee has already been billed within the same calendar month for the same Billing provider and for the same individual. This ESC looks at all Administrative Fees that were billed on the current claim and in claim history for the same provider and for the same individual. A provider who submits a Monthly Administrative Fee is not permitted to also bill for a one-time Administrative Fee within the same calendar for the same individual.</p> <p>The following Administrative Fee billing combinations <b>are not permitted</b> to be billed in the same calendar month on the same claim or on another claim by the same provider for the same individual:</p> <p>W0025 and W7318 (Monthly Admin Fee AWC)  W0025 and W7319 (Monthly Admin Fee - Vendor Fiscal Agent)  W0026 and W7318 (Monthly Admin Fee AWC)  W0026 U2 and W7318 (Monthly Admin Fee AWC)  W0026 and W7319 (Monthly Admin Fee - Vendor Fiscal Agent)  W0026 U2 and W7319 (Monthly Admin Fee - Vendor Fiscal Agent)  W0027 and W7318 (Monthly Admin Fee AWC)  W0027 U2 and W7318 (Monthly Admin Fee AWC)  W0027 and W7319 (Monthly Admin Fee - Vendor Fiscal Agent)  W0027 and W7319 (Monthly Admin Fee - Vendor Fiscal Agent)</p>	<p>If you billed accurately, then no correction is needed. If the first claim was billed inaccurately, then void the original claim and re-bill the second claim that was denied.</p> <p><b>ONLY ONE TYPE OF ADMINISTRATIVE FEE IS PERMITTED TO BE BILLED IN THE SAME CALENDAR MONTH BY THE SAME PROVIDER WHEN THERE IS A MONTHLY ADMINISTRATIVE FEE.</b></p>



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5592	U4 mod not allowed w/code for Base Funded Svcs	This edit will set and the claim detail line will <b>deny</b> when: 1. PROMISE™ has determined that the individual's eligibility is Base. Base funded services with a U4 modifier are not eligible for payment. 2. HCSIS changes authorized services to Base on an individual's ISP.	NO CORRECTION NEEDED.
5594	Can't bill admin fee/same mth/diff provider/person	This edit will set and the claim detail line will <b>suspend</b> when PROMISE™ has determined that both a Monthly Administrative Fee and one-time Administrative Fee were submitted by different providers during the same month for the same individual.  <b>Rule:</b> Only one type of Administrative Fee (Monthly Administrative Fee or a one-time Administrative Fee) is permitted to be billed by different providers for the same individual per calendar month when one of the administrative fees is monthly.	DO NOT ATTEMPT TO ADJUST OR RESUBMIT A SUSPENDED CLAIM. When a claim is set to suspend, staff at ODP will manually review the claim, then make a determination whether to "pay" or "deny" the claim detail line (service line) for the Administrative Fee billed.
5597	Camp/Trans Admin Fee - Fiscal Year Span	This edit will set for informational purposes only and the claim detail line will <b>pay</b> when PROMISE™ has determined that a change in Fiscal Year has occurred during a calendar week.  Only one Administrative Fee can be submitted per calendar week span. However, if the calendar week occurs during a Fiscal Year transition, the provider is required to split the dates of service onto two separate claims to reflect the two Fiscal Years. <b>This is the only exception to the calendar week billing rule for Administrative Fees.</b>	NO CORRECTION NEEDED.  Edit sets for informational purposes only.

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5669	Only One Service and One Time Admin fee on a claim	This edit will set and the second and any other claim detail line submitted with an Administrative Fee other than the first Administrative Fee found on the claim will <b>deny</b> when PROMISe™ has determined that more than a single one-time Administrative Fee and more than a single service associated with that Administrative Fee were submitted on one claim with the same dates of service.	<p>Submit a new claim containing a single one-time Administrative Fee and a single service eligible to receive that one-time Administrative Fee. Both the one-time Administrative Fee and service must reflect the same dates of service on the claim.</p> <p><b>Please note:</b> Although PROMISe™ does not prevent Financial Management Service providers to bill multiple services and one-time Administrative Fees on a single claim transaction as long as they are for different dates of service, in order to minimize the risk of setting a claim denial, it is strongly recommended that a single service and its associated one-time Administrative Fee, with the same dates of service, are the only procedure codes (services) billed on a single claim transaction.</p>