

Project BRAVO explanation of remit codes

Please note, this communication applies to Anthem HealthKeepers Plus, Medallion and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) by HealthKeepers, Inc.

Effective July 1, 2021, the first set of enhanced behavioral health services will begin including Assertive Community Treatment (ACT), Mental Health Partial Hospitalization Program (MH-PHP) and Mental Health Intensive Outpatient Program (MH-IOP).

Please refer to the grid below for common remit reasons you may receive on claims submitted post-implementation and what you will need to do in order to get the claim processed correctly.

Explanation code	Short description	Long description	Circumstances when you may see the denial code and how to correct issue
PSO	Not a covered service	This service is not covered under member's benefit plan.	Submit a corrected claim or file a claims payment dispute if applicable. Verify member age restrictions for this service. Ensure that the correct code is used for any new services as of July 1, 2021, and confirm that old codes that expire on June 30, 2021, are not submitted on claims for DOS starting on July 1, 2021.
UM2	Units reduced by UM authorization	Units billed exceed the number of units authorized.	Submit a corrected claim or file a claims payment dispute if applicable. Ensure claim is submitted with the correct number of units allowed for this service.
GDP	Procedure nonreimbursable	The submitted code is disallowed because the procedure is nonreimbursable.	Submit a corrected claim or file a claims payment dispute if applicable. Ensure that the correct code is used for any new services as of July 1, 2021, and confirm that old codes that expire on June 30, 2021 are not submitted on claims for DOS starting on July 1, 2021.
Y3Z	Deny preauth not obtained	Deny; no preauthorization on file	Submit a claims payment dispute. Ensure that there is an active UM authorization for the date of service prior to billing.

<https://providers.anthem.com/va>

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If you have any questions about this communication, call Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**.

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