



## Integrated System News Bulletin

### RGMS ERROR 31, 32, 33

Attention: **DMH Directly-Operated  
And Contract Providers**

Some providers recently experienced denied claims due to IS Deny Source: RGMS and IS Deny Reason: Invalid SSN RGMS Error 31, Invalid Late Code RGMS 32, and No Medi-Cal Number Found RGMS 33. These errors were generated from three RGMS files/reports; RGMS 500A, Invalid/Unknown Social Security Number; RGMS 530A, Services with Invalid or Missing Late Code; and RGMS 520A, No Medi-Cal Number Found. The IS claim from each of these reports was set to a denied status based on the assumption that the claims did not have sufficient information for Medi-Cal claiming (unknown SSN, no late code, no Medi-Cal ID) and providers would make the necessary corrections and resubmit them.

We have subsequently been informed that some of the denials with RGMS Error 31, have a valid social security number, some of the denials with RGMS Error 32, have a valid late code, and some of the denials with RGMS Error 33 have a Medi-Cal ID.

We now plan to roll back these denied claims from the three RGMS errors to either:

- a status of pending (if the claim had Medi-Cal as a payer, a valid Medi-Cal ID, and a late code if needed, and is within the 12-month Medi-Cal claiming statute) or
- a status of pending adjudication (if the claim did not have Medi-Cal as a payer or had Medi-Cal as a payer but does not have a Medi-Cal ID or a late code if needed and it has exceeded the 12-month Medi-Cal claiming statute).

The "pending" claims will be forwarded to the State and the "pending adjudication" claims will be adjudicated by Finance's Provider Reimbursement (for contract providers) and auto adjudicated (for DMH D-O and DHS providers). Our ETA for the roll back process is July 29<sup>th</sup>.

If you have questions regarding these denied claims or the roll-back process, please call the Help Desk at (213) 351-1335.