

MODULE 1: TECHNICAL DENIALS

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**Personal Care Services
Request for Services
may be denied.**

Unable to Process

Missing or Incorrect Information

Incomplete

Missing Information

Complete

Non-Qualifying

MODULE 1: TECHNICAL DENIALS



Unable to Process Due to Missing Information in Required Fields

- Recipient Name
- Recipient Address
- Medicaid Number
- Date of Birth
- Date of request
- Referring Entity's name, signature and NPI (National Provider Identifier)

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Incomplete Due to Missing Information in Required Fields

- No Date of Last Visit to the Referring Entity.
- Medical stability question is not answered.
- Medical Diagnosis is not indicated.
- ICD-9 Code is missing.

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Complete Non-Qualifying

- The recipient is not a current Medicaid recipient.
- The medical stability question is marked “No.”
- The date of the last visit to the referring entity is more than 90 days from the submission date.
- Adult recipient is currently receiving private duty nursing or CAP services.