

Provider Alert

Entry of Diagnosis Codes on Claims Using the CMS 1500

June 7, 2021

Target Audience: Behavioral Health Providers Who Manually Enter Claims on the CMS 1500

Optum Maryland is aware of an issue currently affecting the entry of a diagnosis code when manually entering the CMS 1500 claim form in the Incedo Provider Portal (IPP).

This issue causes an error message “*Invalid Diagnosis Code*” to display and specifically impacts claims **entered on the CMS 1500 when the diagnosis code has four (4) characters**. Optum Maryland is working to resolve the diagnosis code entry issue and will communicate further regarding this by Tuesday, June 8, 2021.

Providers may also encounter this error message when using the CMS 1500 and entering diagnosis codes of lengths other than 4 total characters, however, this can be overcome as follows:

- Ensure that **all letters** in the diagnosis code are capitalized
- Letters and numbers are the only characters that should be used when entering the diagnosis code

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.