

# PM160 FAQ

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## Q. How can we limit the amount of rejects?

A. Here is a list of common reject reasons:

- Incorrect diagnosis code based on DOS  
**EXAMPLE:** DOS 9/30/2015 with ICD-10 code or DOS of 10/1/2015 with ICD-9 code
- Adding zeros to the end of the diagnosis codes  
**EXAMPLE:** Z23 is correct; Z23.00 is incorrect
- Not using the correct approved CHDP vaccine code associated with the vaccine given  
**EXAMPLE:** 71 Flu Mist, 88 Prevnar-13, Tdap 72 or 79  
(If only providing immunizations, use diagnosis code Z23 – Encounter for immunization.)
- Not using the correct code for PPD screening. Use CHDP-approved code Z11.1 (not Z23), which is “encounter for screening for respiratory tuberculosis,” on line 12, column A.)
- Illegible hand writing
- Scratching out or rewriting over codes
- Misalignment (make sure information is not over the column allotted)
- Date of service or date of birth (**DOB**) listed as a future date
- Date of birth listed as a later date than the date of service  
**EXAMPLE:** DOB 01/01/2016 with a DOS of 12/15/2015

As a reminder, the HEDIS team at Vivant Health is available for one-on-one, on-site training with your billing staff for your convenience.

Should you have any questions, or to schedule a visit, please reach out to us at **(916) 329-8118** or **HEDIS@vivanthealth.com**.