



Aetna Better Health®  
of Oklahoma

**Acronym key:**

RARC - Remittance Advice Remark Code

CARC - Claim Adjustment Reason Code

DOS - Date of Service

Aetna Better Health® of Oklahoma provider claims denial solutions		
RARC	Roster step description	Denial detail and specific actions for resubmission
N198	Rendering provider - not active on DOS	Rendering provider NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Provider information submitted on claim does not match the OHCA provider data file on claim date of service. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N198	Rendering provider - failed affiliation claim settings	Rendering provider NPI is not tied to the billing group on the OHCA provider data file. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N216	Billing provider - multiple matches on state file, unable to get a unique match	The information submitted on the claim for the billing provider matches more than one Medicaid ID location on the OHCA provider data file. Further questions should be sent to your Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N253	Attending provider - same as billing provider	Attending NPI and billing NPI are the same on the submitted claim. Update attending NPI on claim and resubmit the corrected claim.
N253	Attending provider - not on roster file	Attending provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure NPI is correct on the submitted claim. Once

		updates are effective with OHCA or NPI is corrected on claim, the corrected claim can be resubmitted.
N255	Billing provider - multiple matches on state file, unable to get a unique match	Billing provider information on claims has errors. Provider should contact their Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N255	Referring provider - not on roster file	Referring provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure referring provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or operating NPI is corrected on claim, the corrected claim can be resubmitted.
N255	Referring provider - not active on DOS	Referring provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure referring provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or operating NPI is corrected on claim, the corrected claim can be resubmitted.
N255	Ordering provider - submitted as a group/organization	Ordering/prescribing provider's NPI is a group or organization and not an individual provider. Individual provider NPI needs to be entered on claim. Once correction is made the claim can be resubmitted.
N255	Billing provider - multiple matches on state file, unable to get a unique match	The information submitted on the claim for the billing provider matches more than one Medicaid ID location on the OHCA provider data file. Further questions should be sent to your Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N255	Rendering provider - not on roster file	Rendering provider NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Provider information submitted on claim does not match the OHCA provider

		data file on claim date of service. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N255	Rendering provider - not active on DOS	Rendering provider NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Provider information submitted on claim does not match the OHCA provider data file on claim date of service. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N257	Billing provider - multiple matches on state file, unable to get a unique match	Billing provider information on claims has errors. Provider should contact their Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N257	Billing provider - not on roster, non-ER services	Claim submitted lacks Rev Code 45(X). Provider/group should correct the claim and resubmit. Further questions should be sent to your Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N257	Billing provider - not on roster file, in-state ER services	Claim submitted lacks Rev Code 45(X). Provider/group should correct the claim and resubmit. Further questions should be sent to your Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N257	Referring provider - not on roster file	Referring provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure referring provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or operating NPI is corrected on claim, the corrected claim can be resubmitted.

N257	Ordering provider - submitted as a group/organization	Ordering/prescribing provider's NPI is a group or organization and not an individual provider. Individual provider NPI needs to be entered on claim. Once correction is made the claim can be resubmitted.
N257	Billing provider - multiple matches on state file, unable to get a unique match	The information submitted on the claim for the billing provider matches more than one Medicaid ID location on the OHCA provider data file. Further questions should be sent to your Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N257	Billing provider - not active on DOS	Billing provider NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Provider information submitted on claim does not match the OHCA provider data file on claim date of service. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N257	Billing provider - not on roster file, non-ER services	Claims for Urgent Care/ER should have place of service filled out. Place of service should be filled out on a corrected claim and resubmitted.
N257	Billing provider - not on roster file, in-state ER services	Claims is for an in-state urgent care provider that is not registered with Medicaid.
N257	Rendering provider - not on roster file	Rendering provider NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Provider information submitted on claim does not match the OHCA provider data file on claim date of service. Provider/group will need to update their records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N257	Rendering provider - not active on DOS	Rendering provider NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Provider information submitted on claim does not match the OHCA provider data file on claim date of service. Provider/group will need to update their

		records with OHCA. Once updates are effective with OHCA, the claims can be resubmitted on a corrected claim.
N262	Operating provider - not on roster file	Operating provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure operating provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or operating NPI is corrected on claim, the corrected claim can be resubmitted.
N262	Other operating provider - same as billing provider	Other operating NPI is the same as the billing NPI on the claim. Other operating NPI should be an individual NPI and NOT a group/organizational NPI number. Once claim has been corrected it can be resubmitted.
N265	Ordering provider - not on roster file	Ordering/prescribing provider was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure ordering/prescribing provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or ordering/prescribing NPI is corrected on claim, the corrected claim can be resubmitted.
N265	Ordering provider - submitted as a group/organization	Ordering/prescribing provider's NPI is a group or organization and not and individual provider. Individual provider NPI needs to be entered on claim. Once correction is made the claim can be resubmitted.
N286	Referring provider - not on roster file	Referring provider's NPI is incorrect or missing from the OHCA provider file. Provider/group will need to update their records with OHCA. Once updated are effective with OHCA, the claims can be resubmitted on a corrected claim.
N286	Referring provider - not on roster file	Referring provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure referring provider's NPI is correct on the

		submitted claim. Once updates are effective with OHCA or operating NPI is corrected on claim, the corrected claim can be resubmitted.
N286	Referring provider - submitted as a group/organization and is not and individual provider	Referring provider's NPI is a group or organization and not and individual provider. Individual provider NPI needs to be entered on claim. Once correction is made the claim can be resubmitted.
N286	Referring provider - not active on DOS	Referring provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure referring provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or operating NPI is corrected on claim, the corrected claim can be resubmitted.
N290	Atypical provider - not on roster file	Rendering provider Medicaid ID was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> Unique Medicaid ID not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure Medicaid ID is correct on the submitted claim. Once updates are effective with OHCA or Medicaid ID is corrected on claim, the corrected claim can be resubmitted.
N290	Rendering provider - not active on DOS	Rendering Provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their records with OHCA or make sure rendering provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or rendering NPI is corrected on claim, the corrected claim can be resubmitted.
N290	Rendering provider - not on roster file	Rendering Provider's NPI was either: <b>A.)</b> not active on the OHCA provider data file on claim date of service [newly contracted with Medicaid and not yet on OHCA file - OR - provider's credentialing with OHCA has lapsed] or <b>B.)</b> is not found on OHCA provider data file. Provider/group will need to update their

		records with OHCA or make sure rendering provider's NPI is correct on the submitted claim. Once updates are effective with OHCA or rendering NPI is corrected on claim, the corrected claim can be resubmitted.
N290	Rendering provider - multiple matches on state file, unable to get a unique match	The information submitted on the claim for the rendering provider matches more than one Medicaid ID location on the OHCA provider data file. Further questions should be sent to your Network Relations Manager or e-mail <a href="mailto:ABHOKProviderEngagement@Aetna.com">ABHOKProviderEngagement@Aetna.com</a> . A ticket then should be submitted to Service Ops for further review and explanation.
N297	Supervising provider - self referral Supervising NPI = billing/rendering NPI	Supervising provider NPI on claim was either: <b>A.)</b> the same as the referring provider's NPI resulting in a self-referral or <b>B.)</b> the same as the group/organizational or billing NPI. Supervising provider NPI field will need to be updated and a corrected claim can be resubmitted.