

Claims Resolution Matrix – Professional & Institutional

This Claims Resolution Matrix is to be used as a reference tool to troubleshoot professional or institutional claims that have been submitted electronically (i.e., submitted via 837P or 837I transaction) and rejected. Refer to the Coding Definitions section for detailed information about category, entity, and claim status codes.

Loop	277 Claim Acknowledgments Details					Claim Resolution Instructions
	Primary Status 277CA Elements			Claim Type		STC01-12
	STC01-1	STC01-2	STC01-3	837P	837I	
2200C	A7	128	85	X		Invalid provider tax ID (Billing)
2200C	A7	128	87	X		Invalid provider tax ID (Pay-to)
2200C	A7	503	85		X	PO Box is not allowed for Billing Provider Address
2200D	A3	33	IL	X	X	Invalid subscriber ID -- submit the subscriber ID as it appears on the member's card with no spaces, hyphens, dashes, or other special characters
2200D	A3	90	IL	X	X	Subscriber not eligible for medical benefits for submitted dates of service
2200D	A3	116		X	X	Incorrect interchange (ISA-08) and application (GS-03) receiver codes for subscriber ID
2200D	A3	197	IL	X	X	Invalid subscriber ID for effective medical coverage date -- contact member for new card information
2200D	A6	189		X		Admission date required for place of service excluding nursing facility codes 31 and 32
2200D	A6	755	IL	X		Subscriber primary identifier is required
2200D	A7	145	71		X	Invalid attending physician taxonomy code
2200D	A7	189			X	Hospitalization date is not expected for bill types 83X, 84X, and 76X
2200D	A7	464		X		Payer Assigned Claim Control Number not expected for claim with Frequency Code of Original
2200D	A7	578	GB	X		Valid insurance type code is required when Medicare coverage is not primary
2200D	A7	578	IL	X		Valid insurance type code is required when Medicare coverage is not primary
2200D	A8	33	IL	X	X	Subscriber cannot be a Medical Assistance member

Coding Definitions

You can review code definitions on the [External Code Lists | X12](#).

If you have further questions after reviewing this document, please contact the Smart Data Solutions support team Monday – Friday, 8 a.m. – 5 p.m. CST at stream.support@sdata.us or 1-855-297-4436.