

Date: February 23, 2024

To: Behavioral Health Outpatient Providers

Topic: Notice Remittance Advice Claim Denial Code AD364

This notice is to inform providers of the claim denial code **AD364 and its description which means "No Records Submitted With Claim"**.

This denial code is not consistently showing up on the providers Explanation of Benefits (EOB) and on the AHCCCS Online Provider Portal. If you receive a denial on a behavioral health outpatient claim and a denial reason code and description is not present, it may be due to this denial reason code. We are working diligently to resolve this issue as quickly as possible.

When a submitted claim requires documentation, the documents can be attached via the Transaction Insight Portal. In this instance, the AHCCCS 12-digit claim number is used as the document control or upload number.

When the 12-digit claim number is used as the attachment control number **Set Purpose Code 11 (Solicited)** must be used. It is not required to resubmit the claim to attach required documentation to an existing claim for review.

More coding resources, including tips sheets, user guides, and tools, are available on our provider training website.

https://www.azahcccs.gov/Resources/Training/DFSM_Training.html

Questions regarding this notice can be sent to Providerffstraining@azahcccs.gov