



## ***Community Provider Denial Code Explanations:***

### **DWE: Denied without Event (Eligibility Required)**

This denial code is used when a claim is received and the system is unable to match an authorized episode of care to the date of service. Providers should contact the referring correctional institute and let them know their claim was denied because an “authorization and/or event” has not been reported. A resubmission is not necessary. Once the event information is reported the original claim can be reprocessed.

### **PTB: Prior to Booking**

This denial code is used when a claim is received for services provided on a patient that was not in custody of the correctional institute at the time of service. PHS is not responsible for services rendered on the patient prior to being booked into the custody of the correctional institute. Providers should contact the party that brought the patient to them for service to determine who is financially responsible.

### **ARD: After Release Date**

This denial code is used when a claim is received for services provided on a patient that was not in custody of the correctional institute at the time of service. PHS is not responsible for services rendered on the patient after they are released from the correctional institute. Providers should contact the patient to determine where claims should be submitted.

### **MDD: Medical Director Denial**

This denial code is used when services are denied by the Medical Director/Utilization Management Department. The denial is usually on inpatient stays where there is a question involving the necessity or timeliness of the care provided. Providers that receive this denial can mail a reconsideration request with the patient's medical records to the following address:

**Prison Health Services  
Attn: Medical Review Committee  
c/o Utilization Management  
105 Westpark Drive, Suite 200  
Brentwood, TN 37027**

Questions regarding any other denial code may be directed to:

**Customer Service at 888-865-2910**

or

**[claimscustomerservice@asgr.com](mailto:claimscustomerservice@asgr.com)**