



April 10, 2020

Web Announcement 2164

Outpatient and Physician Claims Denied with Error Code 7201 Have Been Reprocessed

Outpatient and physician claims that processed on or after January 28, 2019, through February 3, 2020, that denied in error with error code 7201 (Denied – Claims Xten response failed), which denies claims based on program policies, have been automatically reprocessed. Results of the reprocessed claims appeared on the remittance advice dated February 7, 2020.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.