



# PROVIDER QUICK TIPS

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## For Medical Assistance (MA) Providers Submitting MA Claims For Prior Authorized Services

*Important note – This does not apply to Dental Services!*

### Prior Authorization Claims Submission

In order to facilitate claims payment, please be sure to follow the instructions below:

It is important to understand that providers must not bill prior authorized and non prior authorized services on the same claim form. This causes the claims to deny.

When these services are billed together, the most common Error Status Codes (ESC) are ESC 3021 and/or ESC 3027.

**ESC 3021 indicates** “PROCEDURE CODE/MODIFIER COMBINATION DOES NOT MATCH THE APPROVED COMBINATION FOR THIS PRIOR AUTHORIZATION NUMBER”.

**ESC 3027 indicates** “THE PROVIDER MA ID NUMBER ON THE INVOICE DOES NOT MATCH THE PROVIDER MA ID NUMBER ON THE APPROVED PRIOR AUTHORIZATION REQUEST”.

Claims may also deny due to other ESCs that occur when the Provider ID and service location on the claim does not match the authorization record.

**Thank you for your service to our Medical Assistance recipients.  
We value your participation.**

For additional information, go to the **PROMISe™** Website at <http://promise.dpw.state.pa.us>.