



Insurer User Manual

Chapter 12: Approval Reason Codes

Chapter 12: Approval Reason Codes

The list of approval reason codes used in the HCAI application contains codes of three series: Adjuster Decision, Administrative, and Other. Each code consists of three groups of numbers. The first number stands for the series; the middle two numbers stand for the category; and the last two numbers for the reason. The following pages contain the reason codes.

Adjudication Reason Codes			
Code	Series	Category	Definition
1.02.05	Adjuster Decision	Authorization, policy limits, coverage	Authorized amount exceeded
1.02.00	Adjuster Decision	Authorization, policy limits, coverage	Authorized quantity exceeded
1.03.05	Adjuster Decision	Authorization, policy limits, coverage	Authorized time period exceeded
1.09.05	Adjuster Decision	Authorization, policy limits, coverage	Fee exceeds maximum allowed
1.11.25	Adjuster Decision	Authorization, policy limits, coverage	Good or service is not covered
1.04.45	Adjuster Decision	Authorization, policy limits, coverage	Good or service is not covered within the Minor Injury Guideline
1.04.50	Adjuster Decision	Authorization, policy limits, coverage	Good or service is not separately reimbursable within the Minor Injury Guideline
1.01.00	Adjuster Decision	Authorization, policy limits, coverage	Good or service requires prior authorization
1.11.15	Adjuster Decision	Authorization, policy limits, coverage	Policy coverage limits have been exhausted
1.05.05	Adjuster Decision	Authorization, policy limits, coverage	Time limit for filing has expired
1.11.10	Adjuster Decision	Authorization, policy limits, coverage	Transportation deductible has not been exceeded
1.07.05	Adjuster Decision	Claim settled	Expenses are not payable based on settlement agreement
2.00.20	Adjuster Decision	Decision update	Decision updated based on agreement by all parties
2.00.10	Adjuster Decision	Decision update	Decision updated based on new information received

2.00.15	Adjuster Decision	Decision update	Decision updated because of conflict of interest
2.00.05	Adjuster Decision	Decision update	Decision updated in accordance with a binding arbitration or litigation ruling
2.00.00	Adjuster Decision	Decision update	Decision updated in accordance with a medical opinion
1.09.00	Adjuster Decision	Fees and taxes	Fee exceeds reasonable fee for good or service
1.12.10	Adjuster Decision	Fees and taxes	Interest is incorrect or not applicable
1.12.15	Adjuster Decision	Fees and taxes	Tax is incorrect or not applicable
1.30.00	Adjuster Decision	Guidelines	Claimant is not eligible for service - see explanation
1.04.60	Adjuster Decision	Guidelines	Diagnosis indicates that the Minor Injury Guideline is appropriate
1.30.05	Adjuster Decision	Not reasonable and necessary	Diagnosis is inconsistent with cause of loss, procedure or provider - see explanation
1.07.15	Adjuster Decision	Not reasonable and necessary	Good or service is inconsistent with the cause of loss
1.30.10	Adjuster Decision	Not reasonable and necessary	Medical reason(s) - see explanation of benefits statement or correspondence with claimant
1.30.15	Adjuster Decision	Not reasonable and necessary	Non-medical reason(s) - see explanation of benefits statement or correspondence with claimant

1.07.00	Adjuster Decision	Not reasonable and necessary	Not reasonable and necessary
3.01.15	Adjuster Decision	Other insurance coverage	Claimant is receiving WSIB benefits
1.13.00	Adjuster Decision	Other insurance coverage	Collateral insurance information is missing or incorrect
3.01.10	Adjuster Decision	Other insurance coverage	Patient has other coverage (e.g. priority with other insurer)
4.10.00	Adjuster Decision	Withdrawn	Withdrawn on behalf of the claimant, provider or insurer - see explanation for who withdrew
1.05.10	Unable to authorize - administrative	Administrative	Billing date precedes date of service
1.05.00	Unable to authorize - administrative	Administrative	Date of service precedes date of loss
1.08.05	Unable to authorize - administrative	Administrative	Duplicate form, good or service from same provider
1.08.00	Unable to authorize - administrative	Administrative	Duplicate good or service from other provider
1.35.00	Unable to authorize - administrative	Administrative	Invoice applies to more than one plan
1.11.20	Unable to authorize - administrative	Administrative	Patient must claim reimbursement
1.09.10	Unable to authorize - administrative	Administrative	Service or procedure time adjustment
1.04.15	Unable to authorize - administrative	Administrative	Transferred to another provider
3.00.00	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Application for benefits missing or incomplete
1.11.00	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Does not match claimant information
1.40.00	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Guideline documentation required - see explanation
1.00.10	Unable to authorize - administrative	Documentation, policy, claim or claimant information	No record of authorization
1.40.05	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Patient failed to comply with authorized procedures (e.g. examination under oath or insurer examination)

1.11.05	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Policy or coverage identity error
3.00.05	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Statement under oath not yet complete
3.00.25	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Statutory declaration not received
1.10.00	Unable to authorize - administrative	Documentation, policy, claim or claimant information	Supporting information insufficient, incomplete or incorrect
3.03.15	Unable to authorize - administrative	Waiting for opinion, ruling or agreement	Waiting for agreement by all parties
3.03.05	Unable to authorize - administrative	Waiting for opinion, ruling or agreement	Waiting for arbitration or litigation ruling
3.03.00	Unable to authorize - administrative	Waiting for opinion, ruling or agreement	Waiting for binding medical opinion
3.03.10	Unable to authorize - administrative	Waiting for opinion, ruling or agreement	Waiting for resolution of conflict of interest
1.15.05	Other	Other	Other - see explanation

—

