

APPENDIX X: TOP FIVE CLAIM DENIAL REASONS

Reporting Period SFY 2015: July 1, 2014 through June 30, 2015

Denial Type	Denial Type Count	All Denial Count	% of All Denials
No authorization on file	165,501	443,358	37.33%
Duplicate, previously submitted and processed or still in process	144,881	443,358	32.68%
Service not covered for the eligibility criteria	61,277	443,358	13.82%
Non-Covered Behavioral Health DX	40,833	443,358	9.21%
Non-Covered/Medical Service	30,866	443,358	6.96%

Reporting Period LBHP Contract Closeout: July 1, 2015 through November 30, 2015

Denial Type	Denial Type Count	All Denial Count	% of All Denials
Duplicate, previously submitted and processed or still in process	74,291	187,466	39.63%
No authorization on file	63,539	187,466	33.89%
Service not covered for the eligibility criteria	24,537	187,466	13.09%
Non-Covered Behavioral Health DX	13,322	187,466	7.11%
State of LA Crossover Claims-Submit to health plan	11,777	187,466	6.28%