



A Public Entity

INLAND EMPIRE HEALTH PLAN



**To:** Direct PCPs, Direct Specialists, and Direct Ancillary  
**From:** IEHP – Provider Relations  
**Date:** May 9, 2016  
**Subject:** **Paper Claims Rejections Due To Missing Diagnosis Code Pointers**

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Clean claim standards require that each procedure code line include a diagnosis code pointer in order to be processed. IEHP will be rejecting paper claims back to the Providers effective immediately due to invalid or missing information on the claim form. Each procedure code line requires an indicator (pointer). Please correct the information on the claim and resubmit the corrected claim with diagnosis code pointers to IEHP.

The table below lists the Rejection Code and Explanation:

<b>Rejection Code</b>	<b>Explanation</b>
5	Invalid or missing Primary Diagnosis Code (s) box/fl 21.1
51	Diagnosis Pointer of A-L is required in box/fl 24E

As a reminder, all communications sent by IEHP can also be found on our Provider portal at the following address: <https://ww3.iehp.org/en/providers/correspondence/>.

If you have any other questions or concerns, please call the IEHP Provider Relations Team at (909) 890-2054.