



November 27, 2023

Dear Provider:

Thank you for your continued provision of services to clients that are receiving care management services through AOASCC. Here are some instructions that will help you in reviewing billing rejections.

1. If the rejection listed is “the procedure billed not a covered services under the consumer’s benefit plan”, this usually means consumer has an eligibility issue. Please contact the consumer’s Case Manager for assistance.
2. If you are not seeing a service listed in Sandata, questions should be directed to Sandata.
3. Denial codes come with an explanation, please take note of codes and explanations. If you need to contact us about a denial, please include the denial codes with explanation to help escalate the resolution. These inquiries should be directed to our Provider Relations Specialist.

To contact the Provider Relations Specialist, remember to use the request form. The form and information on how to submit is found on our website <https://www.aoascc.org/providers/>.

Sincerely,

MELISSA LANG, DCFH, MPH, MPA, MA  
President & CEO