

PACE

PROVIDER BULLETIN

September 4, 2026

Valid Claim Data Reminders

PACE Pharmacy Providers are responsible for the validity of their claims' data!

1. PACE has identified claims containing incorrect data elements in the Coordination of Benefits (COB) fields that could lead to submission of inaccurate or misrepresented information if not corrected properly.

- For claims with an **OCC 3 (Other Coverage Billed – Claim not covered)** to adjudicate properly:
 - **Both** of the following fields in the Coordination of Benefits/Other Payer Segment are **required**:
 - Other Payer Reject Code (Field # 472-6E)
 - Other Payer Reject Count (Field # 471-5E)
 - The following fields **must** remain **blank**:
 - Other Payer Amount Paid Qualifier (Field # 342-HC)
 - Other Payer Amount Paid (Field # 431-DV)
 - Other Payer-Patient Responsibility Amount Count (Field # 353-NR)
 - Other Payer-Patient Responsibility Amount Qualifier (Field # 351-NP)
 - Other Payer-Patient Responsibility Amount (Field # 352-NQ)
 - Benefit State Count (Field # 392-MU)
 - Benefit Stage Qualifier (Field # 393-MV)
 - Benefit Stage Amount (Field # 394-MW)

2. PACE Rejection Codes indicating that COB Segment has Data Conflicts or Improper formatting should be corrected by updating the Coordination of Benefits fields

- If these fields are not correctly populated, please contact your software vendor to assure these fields are updated
- Changing other fields, such as the Other Coverage Code, will result in claims being submitted to PACE with misrepresented or inaccurate information

Invalid data submitted by the provider, either intentionally or unintentionally, (i.e. a programming software error) is prohibited. Providers submitting invalid data to receive a paid claim will be referred for audit, which may result in claims being disapproved and voided. Once a claim payment has been recouped due to audit findings, the claim may not be corrected and resubmitted for payment.

Additional processing criteria can be found on the PACE Web Portal at <https://papaceportal.lh.primetherapeutics.com/paceportal/> by clicking on the Pharmacist Tab. Select "Documents" from the Drop Down to access the D.0 Specifications OR select "Bulletins" from the Drop Down to access the PACE Provider Bulletins.

Other questions may be directed to Provider Services at 1-800-835-4080.

PPB-26-005