

## EDI Enrollment - Rejection Codes

**Purpose:** This document includes all possible enrollment rejection codes. If additional information is available from the Payer or Trading Partner it will be included as a 'note' when the enrollment is rejected in Madaket's portal.

Category	Code	Description
Enrollment Issue	NPI Incorrect	<ul style="list-style-type: none"><li>The NPI listed on the form(s) does not have 10 digits</li><li>The NPI list on the form(s) does not match what the Payer has on file</li></ul>
	Provider Data	<ul style="list-style-type: none"><li>The information used to enroll (TIN, NPI, Provider Name, etc.) does not match what is on file with the Payer</li></ul>
	PTAN Incorrect	<ul style="list-style-type: none"><li>The PTAN used to enroll does not match the PTAN stored at the Payer</li></ul>
	TIN Incorrect	<ul style="list-style-type: none"><li>The TIN listed on the form(s) does not have 9 digits</li><li>The TIN listed on the form(s) does not match what the Payer has</li></ul>
Form Error: Data Population	Incomplete Form	<ul style="list-style-type: none"><li>The form submitted is incomplete in some way (missing data point, signature, etc.)</li><li>The form was not correctly completed by the Provider</li></ul>
	Incorrect Practice or Provider Name	<ul style="list-style-type: none"><li>The name used to enroll does not match what the Payer has</li></ul>
	Missing Pages	<ul style="list-style-type: none"><li>The form used to enroll is missing pages</li></ul>
	Missing Provider Identifier	<ul style="list-style-type: none"><li>The form used to enroll is missing a Submitter ID</li><li>The form user to enroll is missing a Received ID</li></ul>
	Missing PTAN	<ul style="list-style-type: none"><li>The form used to enroll is missing a PTAN</li></ul>
	Missing voided	<ul style="list-style-type: none"><li>The form(s) used to enroll did not</li></ul>



	check or letter	<ul style="list-style-type: none"><li>include a voided check</li><li>The form(s) used to enroll did not include a bank letter</li></ul>
	Missing W9	<ul style="list-style-type: none"><li>The form(s) used to enroll did not include a W9</li></ul>
Form Error: Address	Incorrect Apartment/Suite	<ul style="list-style-type: none"><li>The form(s) used to enroll did not use the correct apartment/suite</li></ul>
	Incorrect City	<ul style="list-style-type: none"><li>The form(s) used to enroll did not use the correct city</li></ul>
	Incorrect State	<ul style="list-style-type: none"><li>The form(s) used to enroll did not use the correct state</li></ul>
	Incorrect Street Name	<ul style="list-style-type: none"><li>The form(s) used to enroll did not use the correct street</li><li>The form(s) used to enroll did not use the correct street denomination</li></ul>
	Incorrect Zip Code	<ul style="list-style-type: none"><li>The forms used to enroll did not the correct Zip Code</li><li>The forms used to enroll did not use the correct extended ZIP code</li></ul>
Form Issue: Signature	Missing Signature	<ul style="list-style-type: none"><li>The form(s) used to enroll were not signed before submission</li></ul>
	Missing Title of Signer	<ul style="list-style-type: none"><li>The form(s) used to enroll did not have the signer's title</li></ul>
	Unauthorized Signer	<ul style="list-style-type: none"><li>The form(s) used to enroll did not have an authorized signer's signature</li></ul>
	Unclear Signature Image	<ul style="list-style-type: none"><li>The form(s) used to enroll were signed illegible</li></ul>
Provider Must Enroll at Group Level		<ul style="list-style-type: none"><li>The NPI used to enroll was the wrong type (Type 1 vs Type 1)</li></ul>
Payer ID Missing or Invalid		<ul style="list-style-type: none"><li>The Payer ID used to enroll is incorrect</li><li>The Payer ID used to enroll is not supported by this Payer</li><li>The Payer ID used to enroll is missing from the form</li></ul>



Other Data Issue	Non-Participating Provider	<ul style="list-style-type: none"><li>• The Payer does not support Providers from this state</li></ul>
	Out of state Provider	<ul style="list-style-type: none"><li>• The provider is out of state and will not be accepted by the Payer</li></ul>
	Provider must submit a Claim/Remit with the Enrollment	<ul style="list-style-type: none"><li>• The enrollment cannot be Approved unless a Claim/Remi is submitted alongside the enrollment</li></ul>
Provider Action Issue	Provider must enroll using information to Credential	<ul style="list-style-type: none"><li>• The information used to enroll did not use the information used by the Provider to credential with the Payer</li></ul>
	Provider Portal Incomplete	<ul style="list-style-type: none"><li>• To be used when the Provider did not complete a portal required for enrollment</li></ul>
Workflow Issue	Clearinghouse or Routing Issue	<ul style="list-style-type: none"><li>• Indicates the clearinghouse does not have a connection to the payer</li><li>• Provider selected the wrong clearinghouse in Payer portal</li></ul>
	Form Mapping	<ul style="list-style-type: none"><li>• Occasionally providers will change the form outside of the Madaket system and submit in an incorrect format</li></ul>
Provider Not Credentialed		<ul style="list-style-type: none"><li>• Used when the information used to enroll does not match hat the Payer has on file</li></ul>