Communication Release
10/8/2020

Issue Affecting Resubmission of Voided Claims for Primary Providers RESOLVED

SAPC and Netsmart have resolved an issue affecting primary Sage users' ability to resubmit some voided claims. Specifically, when resubmitting claims voided by providers or that have been denied by the State and recouped by SAPC, some providers were encountering the denial reason of "Maximum number of units of procedure code per day exhausted."

The resolution has been implemented in the system and the ability for primary Sage users to void treatments in Sage will be restored as of Friday, October 9, 2020. Providers who resubmitted claims for voided services and received denials for "Maximum number of units of procedure code per day exhausted" should now be able to resubmit those services and not experience this denial reason for voided services. Please note, however, that some services may receive appropriate denials with this reason.

Should you continue to encounter this denial reason that you believe to be in error, please contact the Sage Help Desk at (855) 346-2392.