



Edit 02166 – Manual Review for Clinic Claims due to Medicaid Managed Care Retractions from Retroactive Disenrollment

Effective November 3, 2025, Clinic claims setting **edit 02166 – Delay reason code 11** invalid will pend to the Department of Health (DOH) for manual review. The corresponding HIPAA codes that will be reported on the 835 remittances are **Claim Adjustment Reason Code 29** and **Remittance Remark Code N892**. While the claim(s) is pending review, the corresponding **claim status response code** will be **718**.

Use of Delay Reason Code 11

When delay reason code 11 is used for a **Medicaid Managed Care retraction related to retroactive disenrollment**, please submit documentation as follows:

Required Documentation:

The Managed Care remittance reflecting the retraction indicating the corresponding 16-digit Medicaid Transaction Control Number (TCN) within **60 days from the date of claims submission** by:

Fax: 518-457-0036,

Email: claimsreview@health.ny.gov

Mail:

New York State Department of Health
Attn: Medical Pended Claims
1 Commerce Plaza, Room 1206
Albany, NY 12260

Claims Review and Adjudication

DOH staff will review the documentation and adjudicate the claim(s) accordingly through the regular claim processing system. Final status of adjudicated claims will appear on the provider remittance statement. Failure to submit the retraction within 60 days will result in the claim being denied for the edit.

Providers are strongly encouraged to confirm that delay reason code 11 is appropriate before submission. Most claims should be corrected and resubmitted to avoid edit 02166 from setting. Please review the appropriate uses of delay reason code 11 at:

https://www.emedny.org/ProviderManuals/AllProviders/PDFS/Information_for_All_Providers-General_Billing.pdf

All other scenarios for clinic claims with delay reason code 11 will auto deny in 60 days.

Questions and Additional Information

- **General Claims Submission Inquiries:**
eMedNY Call Center at (800) 343-9000
- **Specific Pended Claims Inquiries:**
Bureau of Medical Review, Pended Claims Unit - (800) 342-3005 (option 3) or email claimsreview@health.ny.gov