



## **Appropriate Use of CARC/RARC Codes in Claims Adjudication**

UnitedHealthcare Community Plan (UHC) is sharing [IB 24-28: Appropriate Use of CARC/RARC Codes in Claims Adjudication](#) on behalf of LDH. This bulletin is intended to remind UHC of their responsibility to use the most appropriate Claim Adjustment Reason Code (CARC) and Remittance Advice Remark Code (RARC) when adjudicating claims.

Using CARC/RARC codes accurately and precisely is essential for effective communication between payers and providers. This practice helps streamline claim processing, reduce denials, and enhance transparency throughout the revenue cycle.

The Healthy Louisiana Managed Care Organizations (MCOs) have been directed to review their current CARC/RARC usage practices and take necessary steps to ensure adherence to the principles outlined in this bulletin by consistently using the most specific CARC/RARC code available that accurately reflects the reason for the claim adjustment or denial.

LDH has published [Informational Bulletin 24-28](#) for your reference [IB24-28.pdf \(la.gov\)](#)

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.