ITRANS 2.0

Error Codes for ICD, ICA, CCDWS & CDAnet

ICD Error Codes (ITRANS 2.0)

Code	Message	Description
3000	Cannot access ICD CDAnet payload folder	The configuration for the ICD refers to a payload folder that either does not exist, or the ICD user does not have rights to access.
3001	Cannot access <communication agent> CDAnet payload folder.	The configuration for the ICD refers to one or more payload folders for the identified communication agent that either does not exist, or the ICD user does not have rights to access.
3002	Invalid transaction type	The ICD was unable to successfully parse or extract a valid transaction type code A04 from the payload. IF CLAIM BAD, NOT ROUTED TO NETWORK (VENDOR), BUT COULD BE THE RESPONSE AS CARRIER)
3003	Unknown carrier ID	The ICD was unable to successfully parse or extract a carrier identification number A05 that matches a value the N-CPL.
3004		Not used
3005		Not used
3006*		The ICD was unable to find a valid client certificate when sending to the ITS.
3007*		Error occurred during de-identification.
3008*		Unable to connect to ITS.
3009*		ITS rejected client certificate.

* Input message is still sent to the network. Error relates to ICD processing for sending de-identified transaction to CDA.

ICA Error Codes (ITRANS 1.0)

Detailed explanations of the ICA status and error codes are located at:
https://www.goitrans.com/itrans-support-error-codes/

CCDWS Error Codes

Code	Message	Description
0	Success	The request was sent to the remote server and the response was successfully received and stored in the output file.
1001	General error	A general error occurred. Check the log file for details, including internal error
1026	No answer	Communication agent could not connect to the remote server.
1033	Error reading input	The input file could not be read.
1034	Request invalid	The input request does not conform to CDAnet v2, v3, or v4 message standards. See the log file for details.
1042	Server timeout	A timeout occurred either sending the message to the server (write timeout) or receiving a response from the server (read timeout).
1043	Invalid characters	The server responded with unexpected data. This may happen in the server address is incorrect or the server is not correctly configured.
1045	Server disconnect	The server disconnected unexpectedly. This will most frequently occur if a connection was made, but an SSL/TLS error was detected.

CDAnet Error Codes

Code	Message
1	Missing/Invalid Transaction Prefix
2	Missing/Invalid Dental Claim # or Office Sequence #
3	Missing/Invalid Version Number
4	Missing/Invalid Transaction Code
5	Missing/Invalid Carrier Identification Number
6	Missing/Invalid Software System ID
7	Missing/Invalid Dentist Unique ID (Provider Number)
8	Missing/Invalid Dental Office Number
9	Missing/Invalid Primary Policy/Plan Number
10	Missing/Invalid Division/Section Number
11	Missing/Invalid Subscriber Identification Number
12	Missing/Invalid Relationship Code
13	Missing/Invalid Patient's Sex
14	Missing/Invalid Patient's Birthday
15	Missing Patient's Last Name
16	Missing Patient's First Name
17	Missing/Invalid Eligibility Exception Code
18	Missing Name of School
19	Missing Subscriber's Last Name or Name did not match to the one on file
20	Missing Subscriber's First Name or Name did not match to the one on file
21	Missing Subscriber's Address
22	Missing Subscriber's City
23	Missing/Invalid Subscriber's Postal Code
24	Invalid Language of Insured
25	Missing/Invalid Subscriber's Birthday
26	Invalid Secondary Carrier ID Number
27	Missing/Invalid Secondary Policy/Plan Number
28	Missing/Invalid Secondary Division/Section Number
29	Missing/Invalid Secondary Plan Subscriber Number
30	Missing/Invalid Secondary Subscriber's Birthday
31	Claim should be submitted to the Secondary Carrier first. (The secondary is the primary carrier)
32	Missing/Invalid Payee
33	Invalid Accident Date
34	Missing/Invalid Number of Procedures Performed
35	Missing/Invalid Procedure Code
36	Missing/Invalid Date of Service
37	Missing/Invalid International Tooth, Sextant, Quadrant or Arch Designation
38	Missing/Invalid Tooth Surface
39	Invalid Date of Initial Placement (Upper)
40	Missing/Invalid Response re: Treatment Required for Orthodontic Purposes
41	Missing/Invalid Dentist's Fee Claimed

Code	Message
42	Missing/Invalid Lab Fee
43	Missing/Invalid Units of Time
44	Message Length Field did not match length of message received
45	Missing/Invalid E-Mail / Materials Forwarded Flag
46	Missing/Invalid Claim Reference Number
47	Provider is not Authorized to access CDAnet
48	Please Submit Claim Manually
49	No outstanding responses from the network requested
50	Missing/Invalid Procedure Line Number
51	Predetermination number not found
52	At least one service must be entered for a claim/predetermination
53	Missing/Invalid Subscriber's province
54	Subscriber ID on reversal did not match that on the original claim
55	Reversal not for today's transaction
56	Provider's specialty code does not match that on file
57	Missing/Invalid response to Question re: Is this an initial placement (Upper)
58	Number of procedures found did not match with number indicated
59	Dental Office Software is not certified to submit transactions to CDAnet
60	Claim Reversal Transaction cannot be accepted now, please try again later today
61	Network error, please re-submit transaction
62	Missing/Invalid Payee CDA Provider Number
63	Missing/Invalid Payee Provider Office Number
64	Missing/Invalid Referring Provider
65	Missing/Invalid Referral Reason Code
66	Missing/Invalid Plan Flag
67	Missing NIHB Plan fields
68	Missing/Invalid Band Number
69	Missing/Invalid Family Number
70	Missing/Invalid Missing Teeth Map
71	Missing/Invalid Secondary Relationship Code
72	Missing/Invalid Procedure Type Codes
73	Missing/Invalid Remarks Code
74	Date of Service is a future date
75	Date of Service is more than one week old
76	Group not acceptable through EDI
77	Procedure Type not supported by carrier
78	Please submit pre-authorization manually
79	Duplicate Claim
80	Missing/Invalid Carrier Transaction Counter
81	Invalid Eligibility Date
82	Invalid Card Sequence/Version Number
83	Missing/Invalid Secondary Subscriber's Last Name
84	Missing/Invalid Secondary Subscriber's First Name
85	Invalid Secondary Subscriber's Middle Initial

Code	Message
86	Missing Secondary Subscriber's Address Line 1
87	Missing Secondary Subscriber's City
88	Missing Secondary Subscriber's Province/State Code
89	Invalid Secondary Subscriber's Postal/Zip Code
90	Missing/Invalid response to Question: Is this an Initial Placement Lower
91	Missing/Invalid Date of Initial Placement Lower
92	Missing/Invalid Maxillary Prosthesis Material
93	Missing/Invalid Mandibular Prosthesis Material
94	Missing/Invalid Extracted Teeth Count
95	Missing/Invalid Extracted Tooth Number
96	Missing/Invalid Extraction Date
97	Invalid Reconciliation Date
98	Missing/Invalid Lab Procedure Code
99	Invalid Encryption Code
100	Invalid Encryption
101	Invalid Subscriber's Middle Initial
102	Invalid Patient's Middle Initial
103	Missing/Invalid Primary Dependant Code
104	Missing/Invalid Secondary Dependant Code
105	Missing/Invalid Secondary Card Sequence/Version Number
106	Missing/Invalid Secondary Language
107	Missing/Invalid Secondary Coverage Flag
108	Secondary Coverage Fields Missing
109	Missing/Invalid Secondary Sequence Number
110	Missing/Invalid Orthodontic Record Flag
111	Missing/Invalid First Examination Fee
112	Missing/Invalid Diagnostic Phase Fee
113	Missing/Invalid Initial Payment
114	Missing/Invalid Payment Mode
115	Missing/Invalid Treatment Duration
116	Missing/Invalid Number of Anticipated Payments
117	Missing/Invalid Anticipated Payment Amount
118	Missing/Invalid Lab Procedure Code # 2
119	Missing/Invalid Lab Procedure Fee # 2
120	Missing/Invalid Estimated Treatment Starting Date
121	Primary EOB Altered from the Original
122	Data no longer available
123	Missing/Invalid Reconciliation Page Number
124	Transaction Type not supported by the carrier
125	Transaction Version not supported
126	Missing/Invalid Diagnostic Code
127	Missing/Invalid Institution Code
128	Missing/Invalid Current Predetermination Page Number
129	Missing/Invalid Last Predetermination Page Number

Code	Message
130	Missing/Invalid Plan Record Count
131	Missing/Invalid Plan Record
132	Missing/Invalid Secondary Record Count
133	Missing/Invalid Embedded Transaction Length
134	Invalid Secondary Address Line # 2
135	Missing / Invalid Receiving Provider Number
136	Missing / Invalid Receiving Office Number
137	Missing / Invalid Original Office Sequence Number
138	Missing / Invalid Original Transaction Reference Number
139	Missing / Invalid Attachment Source
140	Missing / Invalid Attachment Count
141	Missing / Invalid Attachment Type
142	Missing / Invalid Attachment Length
143	Missing / Invalid Attachment
144	Missing / Invalid Attachment File Date
145	Submitted Claim's Predetermination number indicates claim must be made manually
146	Submitted Claim's Predetermination number has expired
147	Overage dependant is not a student or disabled
148	Subscriber does not have dental coverage
149	Patient is not eligible
150	Lab bill is not allowed
151	Patient's name / birth year does not match our files
152	Lab bill must be submitted on the same line as the associated professional fee
153	Our records indicate another payor should be primary
997	Last Transaction Unreadable
998	Reserved by CDAnet for future use
999	Host Processing Error - Resubmit Claim Manually