



Correcting Errors 3120 and 3121

Error 3120 = REFERRAL REQUIRED ON CLAIM

Error 3121 = INVALID REFERRAL NUMBER

What These Errors Mean

Error 3120 indicates that a PCC referral number is required, and a referral number was not entered on the claim, nor was the system able to locate a referral number using auto look-up functionality.

Error 3121 indicates that the member is enrolled in a managed care program and a referral number was entered on the claim. However, it does not match the information on file for the member.

How to Obtain the Correct PCC Plan Referral Number

The member's PCC issues a referral. If you are seeing a PCC Plan member you can access referrals by going out to the Web and conducting a referral search for the member you are seeing. If you have trouble finding the referral online, you may call MassHealth Customer Service at 1-800-841-2900. If there is no referral on record, you may call the PCC to obtain one on behalf of the member.