



Dear Provider,

This email is to inform you that the Department and DXC Technology (DXC) are aware of an issue where co-pays were not being deducted appropriately on claims billed by clinic providers. This issue was posted to the [Known Issues & Updates web page](#) on May 24, 2017, notifying providers that claims will be reprocessed by DXC and funds will be recouped.

This issue was resolved in three parts, with the first fix occurring on July 12, 2017, and the remaining two fixes occurring on July 20, 2017. Clinic providers are advised that DXC will be reprocessing claims on August 25, 2017, as a result of these three fixes. Providers should anticipate seeing fund recoupments reflected on the Remittance Advice (RA) the following week. For instructions on reading your RA, refer to the [Reading Your Remittance Advice \(RA\) Quick Guide](#).

Please also continue to check the "Clinic Claims Not Deducting Co-Pays" entry on the [Known Issues web page](#), as more details will be added as information becomes available.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

---

*Please do not reply to this email; this address is not monitored.*

See what's happening on our social sites

