



Dear Durable Medical Equipment (DME) Providers,

This email summarizes updates to the DME section of the [Known Issues & Updates web page](#) from the past week. The Known Issues & Updates web page is frequently updated. Please note that the Known Issues web page is not an all-inclusive list of known issues.



Known Issues Web Page

Provider Web Portal updates,
known issues, work-arounds,
resolved issues, & general updates

Take me there!

Recently Added Issues

Across the Board Rate Increase for Manually Priced Codes for Dates of Service Beginning 7/1/18

Paid Durable Medical Equipment (DME) claims with UB or SC modifiers with dates of service on or after 7/1/18 through 10/9/18 were adjusted by DXC due to a rate increase. Most of the claims were adjusted on 1/18/19, and the remainder were reprocessed on 1/25/19.

However, the claims reprocessed were not adjusted at the correct percentage, resulting in some claims being overpaid and some being underpaid. These claims will be readjusted by DXC.

Durable Medical Equipment (DME) Claim Denials for E0936 RR for EOB 4211

Claims for E0936 billed with the RR modifier are incorrectly denying for EOB 4211 – “Modifier is invalid for procedure code.” The Department’s policy allows for E0936 to be billed with the RR modifier.

The Department and DXC are working to resolve the issue.

Claims will be reprocessed by DXC.

Durable Medical Equipment (DME) Claim Denials for E2374 for EOB 2341

Claims for procedure code E2374 are incorrectly denying for EOB 2341 - “Limit 1 every 3 State Fiscal Years” even when there is an approved prior authorization on file.

The Department and DXC are working to resolve the issue.

Providers are advised to resubmit affected claims once the issue is resolved.

Durable Medical Equipment (DME) Claim Denials for EOB 1064 and 1065

Claims for procedure codes E0951, E0952, E0961, E0971, E1161, E2211, E2213, E2214,

E2361, E2359, E2365, E2363 and K0040 are incorrectly denying for EOB 1064 - "The maximum number of units allowed for this procedure code is two units per state fiscal year."

Claims for procedure codes E0978 and E0960 are incorrectly denying for EOB 1065 - "The maximum number of units allowed for this procedure code is one unit per state fiscal year (July - June)."

The Department and DXC are working to resolve the issue. As a workaround until the issue is resolved, providers can submit PARs above the unit limits to get approval for the limit and resubmit affected claims.

Recently Resolved Issues

Resolved 1/3/19: Durable Medical Equipment (DME) Procedure Code K0739 Denying for EOB 1066

Procedure code K0739 was incorrectly denying for EOB 1066 - "The maximum number of units allowed for this procedure code is 5 units per calendar month."

Providers are advised to resubmit affected claims.

Issue resolved 1/3/19

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