



Dear HCBS Providers,

The Department and DXC Technology (DXC) have resolved an issue where the Colorado interChange (iC) was incorrectly denying claims when one or more Home and Community Based Services (HCBS) Waiver services was billed on the same date of service (DOS) with the same HCPCS code but with different modifiers. See the example scenario shown below.

Example Scenario:

Line One: DOS June 1, 2017 - Specialized Day Hab                      T2021 U8 22 HQ  
Line Two: DOS June 1, 2017 - Supported Comm Connection                      T2021 U8 22

Example Scenario - Claims Processing:

Line One: Pays  
Line Two: Suspends and then denies for Explanation of Benefits (EOB) 0101 – “This is a duplicate service.”

This issue has been resolved. Claims were reprocessed by DXC on June 30, 2017.

Thank you,

Health First Colorado (Colorado’s Medicaid Program) and Child Health Plan Plus (CHP+)

---

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

See what's happening on our social sites

