



Dear Hospice Provider,

DXC and the Department are aware of a new [Known Issue](#) where hospice claim adjustments for revenue code 659 are denying for EOB 1970 - "Unique Provider Service Location could not be found for Other 1 NPI" even when the Other Provider Number 1 field was filled out correctly. The original payment was incorrectly retracted for some Revenue Code 659 hospice claims adjusted for the rate update. The Department and DXC are working to fix the issue. Claims will be reprocessed by DXC.

Once the fix has been implemented for this issue, **only then will hospice claims affected by the Patient Liability issue** (described in more detail below) **be reprocessed.**

For hospice claims received on or after 3/1/2017, Patient Liability was calculated using data from the Colorado Benefits Management System (CBMS). It has been determined the claim data from Value Code 31 (Patient Liability Amount) is generally more accurate; therefore, as of November 22, 2017, the Colorado interChange system was updated to calculate Patient Liability using the Value Code 31 data submitted on the claim. This issue has now been resolved. Affected hospice claims are still pending and will be reprocessed by DXC. Again, please note that **DXC will wait to reprocess these claims until after the hospice claim adjustment issue for Other 1 NPI** (as described in the first paragraph of this email) **has been resolved.**

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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