



Dear Providers,

This email summarizes last week's additions to the [Known Issues & Updates web page](#).

We frequently update our Known Issues & Updates web page, so make sure to check it for updates on a regular basis. Click the button below to visit the Known Issues & Updates web page. Please note that the Known Issues 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!

Hot Topics

Child Health Plan *Plus* (CHP+) Updates

For the latest information on the future of the CHP+ program in Colorado visit:
CO.gov/HCPF/FutureCHP.

Postponed - *Understanding the Passive Enrollment Process* Webinar

The Department is postponing the *Understanding the Passive Enrollment Process* webinar that was scheduled for January 17, 2018. We apologize for the inconvenience and will include an update in this newsletter when a new date is identified.

Emergency 3-Day Override - New Prescriptions Written by Prescribers Not Enrolled with Health First Colorado (Colorado's Medicaid Program) Will Deny Beginning January 1, 2018

Health First Colorado will not pay for new prescriptions written on, or after, January 1, 2018, if the prescriber is not enrolled with Health First Colorado. Refills written prior to January 1, 2018, by unenrolled prescribers will pay until the prescription expires or until there are no remaining refills. Prior authorizations requested by unenrolled prescribers will not be processed by the Magellan Rx Management Pharmacy Call Center beginning January 1, 2018. Refer to page 8 of the [January Provider Bulletin \(B1800409\)](#) for more information.

In an emergency situation, the Department will place a 3-day override on a claim written by an unenrolled prescriber so that the member can obtain the medication(s) that they need. This will mirror the current override process. Please refer to [Appendix P](#) for more information on the override process.

Recently Added Issues

HCBS Claim Denials for Procedure Codes T2029 and A9900 for EOB 0653 – "Claim

Requires Manual Pricing. Please Attach Invoice for Medical Services"

HCBS claims are suspending for procedure codes T2029 and A9900 for EOB 0653 - "Claim requires manual pricing. Please attach invoice for medical services." However, please note that HCBS providers are **not** required to submit an invoice. Once the correct rate source is identified, claims will no longer deny for manual pricing.

Recently Updated Issues

Claim Denials for Injections Procedure Codes Q9985, Q9986, C9485 and C9489 for EOB 3180 – Procedure Code is Invalid

Procedure codes Q9985 and Q9986 are not being processed for payment. This is causing claim denials for EOB 3180 – "The procedure code is invalid. Correct the procedure code. Refer to the CPT or the HCPCS listing for valid procedure codes." These procedure codes are a part of the quarterly HCPCS update. The Department and DXC are currently working on getting the quarterly HCPCS update codes loaded into the Colorado interChange system. Claims will be reprocessed by DXC.

Claims for procedure codes C9485 and C9489 were previously denied for EOB 3180 – "The procedure code is invalid. Correct the procedure code. Refer to the CPT or the HCPCS listing for valid procedure codes." This issue was resolved on 12/22/17 and claims will be reprocessed by DXC.

Issue resolved for procedure codes C9485 and C9489 12/22/17

UPDATE 1/11/17: This entry has been updated to reflect issue resolution for procedure codes C9485 and C9489 and to note that affected claims will be processed by DXC.

Resolved 12/22/18: Women's Health/Family Planning Claims Denying for Q9984 (Kyleena) for EOB 3180

Procedure code Q9984 (Kyleena) was not being processed for payment. This was causing claim denials for EOB 3180 – "The procedure code is invalid. Correct the procedure code. Refer to the CPT or the HCPCS listing for valid procedure codes."

This procedure code is part of the quarterly HCPCS update. The Department and DXC are currently working on getting the quarterly HCPCS update codes loaded into the Colorado interChange system.

Claims were reprocessed by DXC on 1/5/18.

Issue resolved 12/22/18

UPDATE 1/8/17: This entry has been updated to reflect completed claims reprocessing.

Recently Resolved Issues

Resolved 1/11/18: Vision Claims Denying for EOB 3280 – "The client's age is invalid for this procedure code"

Vision claims billed with the 55 modifier were incorrectly denying for EOB 3280 - "The client's age is invalid for this procedure code. Verify the client's birth date."

Claims will be reprocessed by DXC.

Issue resolved on 1/11/18

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