



Last Week in Review: Known Issues & Updates web page

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

Upcoming Claims Recoupment - Claims Overpaid or Were Not Denied Appropriately
Claims processed between 9/6/17 and 9/13/17 were either paid when they should have denied, or paid in full when they should have had a portion of the payment reduced. This issue affected all provider types and was resolved on 9/15/17.

Affected claims will be reprocessed by DXC and funds will be recouped. The Department and DXC anticipate that reprocessing will occur within the next several weeks.

Featured Provider Resources

In an effort to ensure providers are appropriately paid for services to our members, the Department is extending the temporary timely filing extension for an additional six (6) months. Effective May 12, 2017, the timely filing limit was extended to 240 calendar days. Effective May 1, 2018, the limit will be changed back to 120 calendar days.

Please note that this does not apply to dental services that are submitted to DentaQuest.

Visit the new [Regional Provider Support web page](#) to learn more about the DXC regional field representatives. The regional field representatives were recently hired and are currently training to be available to assist providers with training and technical support for the new Colorado interChange system.

For your immediate individual claims questions, the [Provider Services Call Center](#) (1-844-235-2387) is still your best resource.

Registered providers and their delegates are now able to view Prior Authorizations (PAs) in the Provider Web Portal even if their provider ID is not listed on the PA. Reference the new [Provider Web Portal Quick Guide - Viewing Prior Authorizations in the Portal](#) for step-by-step instructions.

Recently Added Issues

Medicare Crossover Claim Denials for DME Providers for Procedure Code E0443 for EOB 1178 – Service Not Reimbursable for DOS

Medicare crossover claims for DME providers are denying when billed for procedure code E0443. These claims are denying for EOB 1178 – “Service is not reimbursable for Date(s) of Service.”

The Department and DXC are working to resolve this issue. Claims will be reprocessed by DXC.

Claim Denials for DME and Physician Services for Sleep Studies with Place of Service 12

Claims are denying for sleep studies with place of service 12.

The Department and DXC are working to resolve this issue. Claims will be reprocessed by DXC.

Claims Denying for Birth Center Providers with Place of Service (POS) 25 (Birth Center) for EOB 0182

Claims for Birth Center Providers (Specialty 58 and 116) are denying when billed with POS 25 (Birth Center) for EOB 0182 – “Billing Provider Type and/or Specialty is not allowable for the service billed.”

The Department and DXC are working to fix this issue. Claims will be reprocessed by DXC.

Recently Updated Issues

Claim Denials for Hospital Providers Due to Admit Date

Claims for Hospital providers are denying when the admit date falls after the “from” date for any of the following EOBs: 1730, 1731, 1393, 1395, 1920, 1930 and 1702. Policy currently allows one day before the admit date to cover bundle/pre-admit services or one day after the “to” date/discharge date on Inpatient claims.

Affected claims will be reprocessed by DXC.

UPDATE 10/4/17: The Department and DXC are continuing to work towards full resolution for this issue.

UPDATE 10/6/17: This entry has been updated to note that affected claims will be reprocessed by DXC.

Recently Resolved Issues

Resolved 9/22/17: Claims Denials for OB Services for EOB 0260

Claims were previously denying for EOB 0260 – “The OB services are billed incorrectly. Refer to the OB billing instructions in the Provider Manual.”

The issue was resolved on 9/22/2017. DXC will reprocess affected claims from dates of service 3/1/2017 to present.

Resolved 9/28/17: Claim Denials for EOB 2580 for Hospital Providers and Members with Kaiser Access Plan

The Department and DXC are aware that some claims were denying incorrectly for hospital

providers for EOB 2580. The Colorado interChange was not using diagnosis to determine BHO coverage.

The Department and DXC are also aware that some claims were denying incorrectly for EOB 2580 for members with Kaiser Access plan. Kaiser does not reimburse for hospital claims and these should be billed directly to DXC.

Affected claims will be reprocessed.

Issue resolved 9/28/17

Resolved 9/28/17: Hospital Provider Claim Denials for E/M Procedure Codes for EOB 2580

The Department and DXC are aware that some claims for all E/M procedure codes were denying incorrectly for hospital providers for EOB 2580. The Colorado interChange was not using diagnosis to determine BHO coverage.

Affected claims will be reprocessed by DXC.

Issue resolved 9/28/17

Resolved 9/28/17: Claim Denials for Laboratory Codes with BHO-Covered Diagnoses - EOB 2580

Claims for laboratory codes 80047 - 89398 provided to members for the ICD-10 diagnoses listed below were incorrectly denying for Explanation of Benefits (EOB) 2580 – “The services must be billed to the HMO/PHP/BHO listed on the eligibility inquiry.” These codes are not part of the BHO contract and need to be billed Fee-for-Service (FFS).

BHO MH Diagnoses Ranges		SUD Diagnoses Ranges	
Start Value	End Value	Start Value	End Value
F20.0	F42.3	F10.10	F10.26
F42.8	F48.1	F10.28	F10.96
F48.9	F51.03	F10.98	F13.26
F51.09	F51.12	F13.28	F13.96
F51.19	F51.9	F13.98	F18.159
F60.0	F63.9	F18.18	F18.259
F68.10	F69	F18.28	F18.959
F90.0	F99	F18.980	F19.16
R45.1	R45.2	F19.18	F19.26
R45.5	R45.82	F19.28	F19.99

Affected claims will be reprocessed by DXC.

Issue resolved 9/28/17

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