



## 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

On Friday, 11/10/17, State Offices, DentaQuest, and the ColoradoPAR Program will be closed in observance of Veterans Day. The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks. DXC will be open.

Upcoming holiday closures are published at the end of every monthly provider bulletin. Visit the [Bulletins web page](#) and select the most recent bulletin for details.

### Featured Provider Resources

The [November Provider Bulletin \(B1700406\)](#) was published on 11/1/17 on the [Bulletins web page](#).

Do you have questions about revalidation? Refer to the new [Revalidation and Enrollment Quick Guide](#), available on the [DXC and interChange Resources web page](#).

### Recently Added Issues

No new Known Issues posted to the website this week. DXC and the Department are aware of several newly-identified issues and are in the process of developing content to be posted on the Known Issues page as soon as possible.

## Recently Updated Issues

**Resolved 10/11/17: 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 were denying when billed for procedure code E0443. These claims are denying for EOB 1178 – “Service is not reimbursable for Date(s) of Service.”

Claims were reprocessed by DXC on 11/1/17.

Issue resolved 10/11/17

**UPDATE 11/1/17:** This entry has been updated to reflect completed claims reprocessing.

## Recently Resolved Issues

**Resolved 11/1/17: Nursing Facility and ICF/IID Provider Claim Denials When Room and Board Billed on Same Dates as Therapy for EOB 0101 – Duplicate Service**

Claims for nursing facility provider types 20 and 21 were denying for EOB 0101 – “This is a duplicate service” when room and board (inpatient – revenue code 100 series) were billed on the same dates as therapy (outpatient – revenue code 400 series).

Affected claims will be reprocessed by DXC.

Issue resolved 11/1/17

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**Resolved 10/26/17: Pediatric Behavioral Therapy Claims Suspended or Denied for Duplicate, for Procedure Code H0046, Modifier TJ**

Pediatric Behavioral Therapy claims billed with both procedure codes H0046 (without modifier TJ) and H0046 (with modifier TJ) were incorrectly denying when both procedure codes were billed for the same day for EOB 0101 – “This is a duplicate service.”

Claims will be reprocessed by DXC.

Issue resolved 10/26/17

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**Resolved 10/25/17: Delivery, Antepartum and Postpartum Care Claims Denied for EOB 1030 when the Place of Service (POS) is 12 (Home)**

Claims for procedure codes 59400, 59409, 59410, 59610, 59612, 59614, 59425, 59426, and 59430, billed with Place of Service (POS) 12 – Home, were incorrectly denying for Explanation of Benefits (EOB) 1030 - “Place of Service restriction on proc billing rule.” Home births may be performed by physicians and certified nurse-midwives carrying malpractice insurance that covers home births.

Affected claims were reprocessed by DXC 10/27/17.

Issue resolved 10/25/17

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