



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

#### Resolved 2/8/18: Provider Enrollment Portal Duplicate Record Error Message

An issue was identified on 2/8/18 where providers attempting to submit a new application or submit a disenrollment were receiving [an error message stating "A failure occurred during a database insert. A duplicate record cannot be saved."](#) This issue has now been resolved.

Issue resolved 2/8/18

#### Bridge Users - Prior Authorization Request (PAR) Revisions Must Also be Applied to Post Eligibility Treatment of Income (PETI)

When making a revision to a line item on a PAR in the Bridge, Bridge users must also ensure that the same changes are made to the PETI. For example, if you change the number of units or the rate, that change must also be reflected on the PETI.

### Featured Provider Resources

#### Upcoming Holiday - Presidents' Day

On Monday, February 19, 2018, State Offices, DentaQuest, ColoradoPAR Program, and DXC Technology will be closed in observance of Presidents' Day.

Note: Upcoming holidays are posted to the [Provider Resources web page](#) as well as on the last page of every monthly [Provider Bulletin](#).

#### Website Navigation Update - Red Schoolhouse Button Removed

Providers may have been familiar with the "red schoolhouse button" (as shown in the graphic below, left) on the [Provider Resources web page](#), which directed providers to the [Quick Guides and Webinars web page](#).

Since the Quick Guides & Portal Help button (as shown in the graphic below, right) on the [Provider Resources web page](#) redirects to [the same information](#), the red schoolhouse button has been removed.



The red schoolhouse button has been removed from the [Provider Resources web page](#). Instead, use the Quick Guides & Portal Help button (as shown in the graphic to the right) to access the [Quick Guides and Webinars web page](#).

This button on the [Provider Resources web page](#) can be used instead of the red schoolhouse button. It redirects to the same page (the [Quick Guides and Webinars web page](#)).

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### Sign Up for Provider Email Communications

If you are receiving this email, you are already signed up to receive Provider Bulletins and general announcements. If you would also like to receive emails specific to your provider type, you can [sign up here](#).

[Keeping your contact information up to date in the Provider Web Portal](#) will also help us to ensure that you receive emails specific to your organization's claims.

Many of the emails sent out to providers are also posted on the [Provider News web page](#), under the "Emails to Providers" heading. Please be aware that this is not an all-inclusive list of emails sent to providers, as some contain sensitive information and therefore are not made available to the public.

## Recently Added Issues

### DME Claims Denials for A9900 for EOB 2022

Claims for A9900 are denying incorrectly for EOB 2022 – "A National Correct Coding Initiative (NCCI) Medically Unlikely Edit (MUE) that sets when the units of service are billed in excess of established standards for services that a client would receive on a single date of service for a given CPCS/CPT code."

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

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### Hospital Claim Denials for Part-B Only for EOB 0103 - "This is a Duplicate Item That was Previously Processed and Paid"

Claims may suspend for a possible conflict when billing for a member that has Part B only Medicare coverage. Either the claim with 11X or 12X may deny depending on when the claim was received. As a result, claims may deny for EOB 0103 - "This is a duplicate item that was previously processed and paid."

DXC and the Department are working to fix the issue.

## Recently Updated Issues

### Resolved 1/26/18: Claims Not Paying for DME Providers at Correct Rate for Procedure Code E0445 with KR Modifier for EOBs 9918, 0192 or 2368

Procedure code E0445 with KR modifier was not paying at the correct rate and therefore exceeded the maximum allowable amount, which caused claim denials for one of the following EOBs:

- EOB 9918 – “Pricing Adjustment - Maximum allowable fee pricing applied” for paid details where pricing was cut back
- EOB 0192 – “Prior Authorization (PA) is required for this service. An approved PA was not found matching the provider, member, and service information on the claim.”
- EOB 2368 – “DME Rent to Own – Purchase Price Limit” for denied details

Prior Authorization Request (PAR) is not required.

Note:

Requires Questionnaire # 6

Purchase is required after a two (2) month rental period. Total reimbursement, including rental, shall not exceed the purchase price. For members under 3 years of age only: Equipment may be rented by members for a period of up to 3 years or until age 3. However, for rental periods exceeding 2 months, purchase is required when the member reaches age 3.

Rental:

- RR 1 unit = 1 month

- KR 1 unit = 1 day – use only for overnight or 24-hour test period use.

Fee Schedule, effective 7/1/2017:

E0445-KR: \$49.44

Claims were reprocessed on 2/2/18.

Issue resolved 1/26/18

**UPDATE 2/8/18:** This entry has been updated to reflect completed claims reprocessing.

**Resolved 12/7/17: Claim Denials for Revenue Codes 270, 424, 434, 569, 583, 589 and 780 for EOB 2222 – Policy Not Currently Enforced**

Home health provider claims for revenue codes 270, 424, 434, 569 and 589 and Telehealth revenue codes 583 and 780 were denying for EOB 2222 – “Policy not currently enforced.”

Claims with dates of service on or before 6/30/17 will be reprocessed by DXC. Claims with dates of service on or after 7/1/17 were not affected and should have processed properly.

Issue resolved 12/7/17

**UPDATE 2/8/18:** This entry has been updated to include impact to claims billed with revenue codes 270, 424, 569, 583, 589 and 780.

## Recently Resolved Issues

**Resolved 2/7/18: Claim Adjustment Denials for EOB 1977 or 1988 - Unique Provider Service Location Could Not Be Found for Other 1 NPI**

UB-04 claim adjustments were denying for the following EOBs, even when the Other Provider Number 1 field was filled out correctly:

- EOB 1977 – “Unique Provider Service Location could not be found for Other 1 NPI – Detail”
- EOB 1988 – “Unique Provider Service Location was not found for Other 2 NPI – Detail”

This issue was resolved on 2/8/18. Claims were reprocessed by DXC on 2/9/18.

However, new claims may deny correctly for these EOBs if the NPI is shared with more than one provider ID. The Department and DXC are currently researching the best work-around approach for providers to avoid these claim denials. The Department and DXC will communicate those instructions to providers as soon as possible.

Issue resolved 2/7/18 for claim adjustments only

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