



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

Verify Prior Authorization Requests (PARs) Are Submitted Via the Correct Method
Providers are reminded that they are responsible for ensuring their PARs are being submitted via the correct method:

- Medical PARs are submitted via the [eQSuite® PAR Portal](#). This includes PARs for supply, surgery, out of state, therapy, audiology, home health and pediatric behavioral therapy. For further information, visit the [ColoradoPAR Program website](#) or call 1-888-801-9355. Medical PARs are **not** submitted through the DXC Provider Web Portal.
- Home and Community Based Services (HCBS) waiver PARs are submitted by Case Managers via the Bridge.

If a PAR status shows as "pending state review," providers are advised to contact the [Provider Services Call Center](#) (1-844-235-2387) to ensure the PAR was submitted via the correct method.

DXC Now Accepting Fingerprint Cards for High Risk Providers

Beginning May 1, 2018, DXC Technology (DXC) will be mailing official requests for Fingerprint submissions to providers considered high risk on behalf of the Department. Providers will have 30 days from the date of the request letter to comply with this requirement.

Individuals may **not** fingerprint themselves; fingerprints **must** be obtained from a law enforcement agency. Providers should contact their local [law enforcement agencies](#) to verify the agency has fingerprinting services available and to identify the associated cost. Most [law enforcement agencies](#) will provide the Applicant Fingerprint Card as part of their service.

Once the fingerprint card has been completed, mail the completed card(s) to:

Fingerprint cards must be sent by the individual directly to DXC for processing. Original cards must be sent; copies, faxes, emails or electronic versions will not be accepted.

Once the provider receives the official Request for Fingerprint letter in May, they will have 30 days from the date of the letter to send in the completed fingerprint card. **However, providers are encouraged to begin this process in advance (before receipt of the request letter), as fingerprint cards are currently being accepted by DXC.**

For more information, [refer to the Federal Criminal Background Check Frequently Asked Questions \(FAQs\)](#).

Featured Provider Resources

April Provider Bulletin - Now Available

The [April Provider Bulletin \(B1800412\)](#) was published on 3/30/18 on the [Bulletins web page](#).

Provider Web Portal Change for Updating ERA X12 835 Information and Validating a Trading Partner ID

Please note that ERA X12 835 ERA enrollments will no longer occur on the "Link Registered Trading Partner ID for X12 Reports" tab in Manage Accounts. All other X12 transaction delegations will still occur in Manage Accounts.

Once providers have completed enrollment and registered within the Provider Web Portal, they will be able to initiate a new ERA X12 835 enrollment, change an existing ERA X12 835 enrollment, or cancel an existing ERA X12 835 enrollment by clicking on "EFT/ERA (835) Enrollment" within the Web Portal.

Please refer to the [Updating your ERA X12 835 Information – Provider Web Portal Quick Guide](#) for detailed, step-by-step instructions based on this recent update.

Passive Enrollment Process Webinar

The Department recently recorded a webinar about the passive enrollment process. A link to the webinar, a PDF version of the presentation, and an accompanying fact sheet and FAQs are now available.

[Passive Enrollment Process Webinar](#)

[View Webinar Slides](#)

[Fact Sheet and FAQs](#)

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 3/16/18: Claim Denials for Ambulatory Surgical Center Providers for Procedure Code 67808 for EOB 0182 – "Billing Provider Type and/or Specialty Not Allowable for Service Billed"

Claims for Ambulatory Surgical Center providers were denying for procedure code 67808 for EOB 0182 – "Billing Provider Type and/or Specialty is not allowable for the service billed."

Claims were reprocessed by DXC on 3/23/18.

Recently Resolved Issues

Resolved 3/23/18: Claim Denials for CPT Codes 92925 and 77085 for EOB 1030 with Place of Service (POS) 22

CPT 92925 was denying for EOB 1030 - "The place of service code is invalid for procedure code" when billed with POS 22 (Outpatient Hospital); however, the issue was resolved on 2/28/18. Claims for 92925 were reprocessed on 3/13/18.

Claims for CPT 77085 billed with POS 22 were also denying for EOB 1030. The Department and DXC have resolved the issue. Claims for 77085 were reprocessed 3/23/18 by DXC.

Issue resolved 3/23/18

Resolved 3/23/18: Claim Denials for Procedure Codes 11042, 11720, 11721, 11740, 20550, 20551, 97597, and G0127 for EOB 1030 with Place of Service (POS) 12, 13, 14 or 33

Procedure codes 11042, 11720, 11721, 11740, 20550, 20551, 97597, and G0127 were denying for EOB 1030 - "The place of service code is invalid for procedure code. Correct the place of service code" when billed with POS codes 12, 13, 14 or 33. The Department and DXC have resolved this issue.

Claims were reprocessed by DXC on 3/23/18.

Issue resolved 3/23/18

Resolved 3/23/18: Claim Denials for Clinics/Physician Services for Procedure Code 78071 for EOB 1381 – "No Billing Rule for Procedure"

Professional claims billed for procedure code 78071 were denying for EOB 1381 – "No Billing Rule for Procedure."

Claims were reprocessed by DXC on 3/26/18.

Issue resolved 3/23/18

Resolved 3/22/18: Claim Denials for Clinic/Practitioner Providers for Procedure Code 62304 for EOB 1381 or 1030

Claims billed for procedure code 62304 with place of service (POS) 11, 19, 20, 21, 22, 23, 24 or 81 were denying for EOB 1381 – "No billing rule for procedure" or EOB 1030 – "The place of service code is invalid for procedure code. Correct the place of service code. Refer to the Provider Manual or Help Screens for valid place of service codes."

Affected claims were reprocessed by DXC on 3/23/18.

Issue resolved 3/22/18

Resolved 3/16/18: Overpayment for Anesthesia Claims for Certified Registered Nurse Anesthetists (CRNAs) Enrolled Under Non-Physician Practitioner - Group Provider Type (Provider Type 25)

Anesthesia claims received on or after 3/1/17 were overpaying the full rate per minute instead of the converted unit. Each unit is 15 minutes. This issue applied only to CRNAs enrolled as a Non-Physician Practitioner - Group (provider type 25). The Department and DXC have resolved the issue.

Claims will be reprocessed by DXC and overpaid funds will be recouped. Providers who are [signed up for email communications](#) have also been notified of the upcoming recoupment via email.

Issue resolved 3/16/18

Resolved 3/16/18: Claim Denials for Clinic/Practitioner Providers for Procedure Code 44970 for EOB 1030 – Place of Service Code Invalid for Procedure Code
Claims billed for procedure code 44970 with place of service (POS) 23 were denying for EOB 1030 – “The place of service code is invalid for procedure code. Correct the place of service code. Refer to the Provider Manual or Help Screens for valid place of service codes.”

Affected claims were reprocessed by DXC on 3/23/18.

Issue resolved 3/16/18

Resolved 3/15/18: Inpatient Claims Reimbursing Incorrectly when "To" and "From" Dates of Service are the Same Day

Inpatient transfer claims were not reimbursing correctly when the "to" and "from" dates of service were the same day.

Claims will be reprocessed by DXC.

Issue resolved 3/15/18

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