



COLORADO

Department of Health Care
Policy & Financing

Dear Providers,

This email summarizes the past week's additions to the [Known Issues & Updates web page](#). The Known Issues & Updates web page is frequently updated. Please note that the Known Issues web 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

Top 10 Things Providers Need to Know about the Accountable Care Collaborative (ACC) Phase II Launch

Based on frequently asked questions about the upcoming ACC Phase II launch on 7/1/18, the Department has published a list of the [Top 10 Things Providers Need to Know](#) beginning 7/1/18.

Physical and Occupational Therapy (PT/OT) Service Units Used Displayed in the Provider Web Portal

The Provider Web Portal will not display PT/OT service units on the Client Service Usage panel used if no claims have been billed in the Colorado interChange. If nothing is displayed for units, or if the Limit Details section does not appear, then all 48 units are still available. Click [here](#) for an example.

Featured Provider Resources

New Provider Web Portal Quick Guide: Submitting a Claim with Other Insurance or Medicare Crossover Information

The new [Provider Web Portal Quick Guide - Submitting a Claim with Other Insurance or Medicare Crossover Information](#) has been published to the [Provider Resources web page](#).

This quick guide provides detailed, step-by-step instructions on when and how to enter other insurance information (Third-Party Liability) or Medicare crossover information on a claim.

Recently Added Issues

Supply Provider Claim Denials for A9901 for EOB 1178 - "Service is Not Reimbursable for Date(s) of Service"

Supply provider (type 14) claims for code A9901 are currently denying for EOB 1178 -

“Service is not reimbursable for Date(s) of Service.”

It was previously announced in the [May 2018 Provider Bulletin \(B18004115\)](#) that code A9901 should no longer be used for Invoice Manual Pricing, effective for date of service (DOS) 7/1/18. As of DOS 7/1/18, this will be a valid denial. However, A9901 should still be payable through DOS 6/30/18, in accordance with Health First Colorado (Colorado’s Medicaid Program) policy.

DXC and the Department are working to resolve this issue.

Affected claims will be reprocessed by DXC.

Outpatient Hospital Claims for Radiology and Imaging Services Billed Without TC Modifier Denying for EOB 1010 – “This Is a Duplicate Item that was Previously Processed and Paid”

Outpatient hospital claims billed without the previously required technical component (TC) modifier are currently denying for EOB 1010 – “This is a duplicate item that was previously processed and paid” if the separate professional component claim (modifier 26) was paid first.

It was previously announced in the [June 2018 Provider Bulletin \(B1800417\)](#) that the TC modifier will no longer be required on outpatient institutional claims (UB-04) for procedure codes that allow a technical and professional component split. The technical component, not the global service, will be assumed for these codes when billed on the UB-04 claim.

Affected claims will be reprocessed by DXC.

Claims Billed for the Professional Component for Radiology and Imaging Services Denying for EOB 1010 – “This Is a Duplicate Item that was Previously Processed and Paid”

Professional claims billed with modifier 26 may be denying for EOB 1010 – “This is a duplicate item that was previously processed and paid” if the separate hospital claim (modifier TC) was paid first.

It was previously announced in the [June 2018 Provider Bulletin \(B1800417\)](#) that the TC modifier will no longer be required on outpatient institutional claims (UB-04) for procedure codes that allow a technical and professional component split. The technical component, not the global service, will be assumed for these codes when billed on the UB-04 claim.

Affected claims will be reprocessed by DXC.

Claims for Occupational Therapy Denying for EOB 1599 – “Rendering Provider Type and/or Specialty is Not Allowable for the Service Billed”

Claims for procedure code 92526 are denying for EOB 1599 - "Rendering Provider Type and/or Specialty is not allowable for the service billed" when billed with either the following provider type combinations:

- Performing provider type 28 (Occupational Therapist) billed with rendering provider type 48 (Rehabilitation Agency)
- Performing provider type 28 (Occupational Therapist) billed with rendering provider type 25 (Non-Physician Practitioner- Group)

The Department and DXC are working to resolve this issue.

Claims will be reprocessed by DXC.

Recently Updated Issues

HCBS Claim Denials for Procedure Codes A9900, S5160 and T2029 for EOB 0653 – “Claim Requires Manual Pricing. Please Attach Invoice for Medical

Services”

HCBS claims are suspending for procedure code S5160 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.

The issue has now been resolved for T2029 and A9900 only. S5160 has not yet been resolved; the Department and DXC are working to correct it.

No action is necessary for providers at this time. Updates will be provided when the issue has been completely resolved.

Claims will be reprocessed by DXC. Claims have not yet been reprocessed for any of the three affected procedure codes.

UPDATE 6/22/18: This entry has been updated to reflect issue resolution for procedure code A9900 only.

Recently Resolved Issues

Resolved 4/5/18: Third-Party Liability (TPL) Information on Adjusted Claims Not Matching TPL Information Submitted on Original Claim

Adjustments to claims originally filed with TPL information were not calculated correctly, causing the TPL information on the adjustment to not match the TPL information on the original claim.

Affected claims were reprocessed by DXC in three stages, on 5/25/18, 6/1/18 and 6/15/18.

Issue resolved 4/5/18

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