



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!

Featured Provider Resources

Reorganization of Known Issues

The Department and DXC have been working to make the [Known Issues & Updates web page](#) more user-friendly. Each provider type section now has all open issues for that provider type at the top of the drop-down list, and all resolved issues have been grouped together underneath the open issues. Resolved issues are in reverse chronological order based on the issue resolution date.

New Provider Billing Manual for School Health Services

A new provider billing manual has been created for the School Health Services Program. Refer to the [School Health Services \(SHS\) billing manual](#), now available on the [Billing Manuals web page](#) under the CMS 1500 drop-down list. This manual includes information on covered services, provider enrollment, random moment time study, reimbursement and administrative claiming.

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.

Looking for a recent newsletter or email? Weekly newsletters and many of the emails sent out to providers are also posted on the [Provider News web page](#).

Recently Added Issues

Speech Therapy Claims for Procedure Code 92523 Denying for EOB 0182 – “Billing Provider Type and/or Specialty is Not Allowable for the Service Billed”

If a speech therapist type 27 is both the billing and the rendering provider on the claim, procedure code 92523 is currently denying for EOB 0182 – "Billing Provider Type and/or Specialty is not allowable for the service billed." The code is currently only configured correctly for organizations (group) numbers to bill the code. The individual provider type will be added to the Colorado interChange system so the claims can be processed.

The Department and DXC are working to resolve this issue.

Claims will be reprocessed by DXC.

Recently Updated Issues

Resolved 7/27/18: Inpatient Hospital Claims for Diagnosis Code Z302 Paid When Billed with ICD Surgical Procedure Codes

Inpatient hospital claims for diagnosis code Z302 were paid if they were billed with ICD surgical procedure codes when they should have been denied. This issue affected claims processed between 3/1/17 and 7/27/18.

Affected claims were reprocessed and payment was recouped on 8/3/18.

Issue resolved 7/27/18

UPDATE 8/7/18: This entry has been updated to reflect completed claims reprocessing.

Recently Resolved Issues

Resolved 8/9/18: Claims Denials for 90791, 90832, 90834, 90837, 90846, 90847 and 90792 for EOB 0182

Claims for procedure codes 90791, 90832, 90834, 90837, 90846, 90847 and 90792 were denying for EOB 0182 – "Billing Provider Type and/or Specialty is not allowable for the service billed."

Claims will be reprocessed by DXC.

Issue resolved 8/9/18

Resolved 8/8/18: Supply Provider Claim Denials for EOB 1178 - "Service is Not Reimbursable for Date(s) of Service"

Supply provider (type 14) claims for code A4210, A4211, A9276, A9277, A9278, A9280, E0274, E0637, E0973, E1002, E2311, E2313, E2331, E2377, K0861 and L8692 were previously denying for EOB 1178 - "Service is not reimbursable for Date(s) of Service."

This issue was resolved for procedure code A9276 on 7/27/18. Claims have not yet been reprocessed for this procedure code.

This issue was resolved for procedure codes E0973, E1002, E2311, E2313, E2377 and K0861 on 8/1/18. Claims were reprocessed for these procedure codes **only** on 8/3/18.

This issue was resolved for procedure codes A4210, A4211, A9277, A9278, A9280, E0274, E0637, E2331 and L8692 on 8/8/18. Claims have not yet been reprocessed for these procedure codes.

Issue resolved on 7/27/18, 8/3/18 and 8/8/18

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