



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

Clinical Laboratory Improvement Amendments (CLIA) Certification Effective and End Dates

Providers should not be concerned if the Effective Date displayed on the Provider Web Portal does not match the Effective Date they entered or the date of their most recent certification. DXC updated the Effective Date and End Date for all CLIA licenses in the Colorado interChange as of 8/10/18. The Effective and End Dates for all CLIA licenses are as follows:

Effective Date: 1/1/1900

End Date: 12/31/2299

When updating CLIA Certification information via the Provider Web Portal, providers should enter the Effective Date and End Dates as shown above.

Claims submitted with any other Effective and End Dates on the CLIA license will be denied if the dates of service (DOS) precede the Effective Date.

Currently, the Effective Date and End Date are required fields when providers are updating CLIA Certification information. DXC and the Department are working on updating the Provider Web Portal so the effective dates will be automatically populated.

How to Verify Health First Colorado (Colorado's Medicaid Program) Enrollment Effective Date

The Effective Date of the Health First Colorado ID is **not displayed on the Provider Web Portal**. Providers should refer to their initial enrollment letter or contact the [Provider Services Call Center](#) at 1-844-235-2387 to verify their contract Effective Date.

Claims must be submitted with a DOS that is within the contract period (Effective Date to End Date), based on the Effective Date provided on the initial enrollment letter or provided by the [Provider Services Call Center](#). Claims submitted with a DOS outside of the contract

period will deny.

Featured Provider Resources

New Provider Web Portal Quick Guides on How to Submit Professional and Institutional Claims

Two new Provider Web Portal Quick Guides have been published to the [Quick Guides and Webinars web page](#):

- [Provider Web Portal Quick Guide: Submitting an Institutional Claim](#)
- [Provider Web Portal Quick Guide: Submitting a Professional Claim](#)

These guides provide detailed, step-by-step instructions on claims submission for these particular claim types.

Beginning Billing Workshop Training Materials

Training materials for the following Beginning Billing Workshops are available on the [Provider Training web page](#) under the Billing and Training Workshops drop-down section:

- [Beginning Billing Workshop: CMS 1500](#)
- [Beginning Billing Workshop: UB-04](#)

In addition to the CMS 1500 and UB-04 trainings, materials for specific provider specialties are also available on the [Provider Training web page](#) under the Billing and Training Workshops drop-down section.

Recently Added Issues

Resubmitted Claims for Home and Community Based Services (HCBS) Providers for Timely Filing Denying for EOB 1786 - "Date of Service Date is Out of Timely Filing"

Claims that are outside 365 days, but reference a valid previous Internal Control Number (ICN), are still being denied for EOB 1786 - "The date of service date is out of timely filing". The Colorado interChange is currently not adjudicating the previous ICN information.

The Department and DXC are working to resolve this issue.

Claims will be reprocessed by DXC.

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

Supply provider (type 14) claims for codes E2500, E2502, E2508, E2510, K0005, K0011, K0800, K0801, K0802, K0806, K0807 and K0808 are currently denying for EOB 1178 - "Service is not reimbursable for Date(s) of Service."

The Department and DXC are working to resolve this issue.

Claims will be reprocessed by DXC.

Note: This issue is not to be confused with the issue resolved on 8/8/18 with a similar title. Please review the list of procedure codes under each Known Issue to determine which applies.

Recently Updated Issues

HCBS Claim Denials for Manually Priced Procedure Codes for EOB 0653 – "Claim Requires Manual Pricing. Please Attach Invoice for Medical Services"

HCBS claims are suspending and then denying for the following procedure codes 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.

- A0100 - Issue resolved on 7/12/18. Claims were reprocessed by DXC on 7/20/18.
- A9900 - Issue not yet resolved. Claims will be reprocessed by DXC.
- D2999 - Issue not yet resolved. Claims will be reprocessed by DXC.
- H0002 - Issue not yet resolved. Claims will be reprocessed by DXC.
- H2024 - Issue not yet resolved. Claims will be reprocessed by DXC.
- S5151 - Issue not yet resolved. Claims will be reprocessed by DXC.
- S5160 - Issue not yet resolved. Claims will be reprocessed by DXC.
- S5161 - Issue not yet resolved. Claims will be reprocessed by DXC.
- S5165 - Issue not yet resolved. Claims will be reprocessed by DXC.
- S5185 - Issue not yet resolved. Claims will be reprocessed by DXC.
- T2028 - Issue not yet resolved. Claims will be reprocessed by DXC.
- T2029 with UA or U1 modifier - Issue resolved on 6/13/18. Claims will be reprocessed by DXC.
- T2029 without UA or U1 modifier - Issue not yet resolved. Claims will be reprocessed by DXC.
- T2038 - Issue resolved on 8/23/18. Claims will be reprocessed by DXC.
- V2799 - Issue not yet resolved. Claims will be reprocessed by DXC.

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.

UPDATE 8/24/18: This entry has been updated to reflect issue resolution for procedure code T2038. Claims have not yet been reprocessed for this procedure code.

Recently Resolved Issues

No new Resolved Issues have been posted to the website. DXC and the Department are aware of newly-resolved issues and will be adding this information to the Known Issues page in the coming weeks.

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