



Dear Providers,

This email summarizes additions to the [Known Issues & Updates web page](#) from the past two weeks. 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

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

The Effective Date of the Health First Colorado Provider 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.

This guidance applies to **provider enrollment only** and does not apply to member enrollment.

Timely Filing Requirements for Claims with Commercial Insurance (Third Party Liability)

All claims which include commercial insurance (third party liability) information that are received more than 365 days from the date of service must be denied per state and federal regulations. (42 C.F.R. § 447.45(d), 10 CCR 2505-10 8.043.01 and .02 A.) The provider is responsible for pursuing available third-party resources in a timely manner.

Refer to the [General Provider Information manual](#) for more information.

Featured Provider Resources

September Provider Bulletin - Now Available

The [September Provider Bulletin \(B1800420\)](#) was published on 8/30/18 on the [Bulletins web page](#).

September and October 2018 Provider Billing Training Sessions

Providers are invited to participate in training sessions for an overview of Health First Colorado billing instructions and procedures. Providers may choose to attend via live webinar or in person at the DXC office. The current and following months' scheduled workshops are listed below by topic.

For instructions on how to register, see page 13 of the [September Provider Bulletin \(B1800420\)](#).

CMS 1500 Professional Claims Training Sessions

- 9/20/18 from 9:00 a.m. - 11:30 a.m. MT
- 10/11/18 from 9:00 a.m. - 11:30 a.m. MT

Materials used for CMS 1500 training sessions are available [here](#).

UB-04 Professional Claims Training Sessions

- 9/13/18 from 9:00 a.m. - 11:30 a.m. MT
- 10/18/18 from 9:00 a.m. - 11:30 a.m. MT

Materials used for UB-04 training sessions are available [here](#).

Physical and Occupation Therapy (PT/OT) Claims Specialty Training Session

- 9/27/18 from 9:00 a.m. - 11:30 a.m. MT

Materials used for PT/OT training sessions are available [here](#).

Home & Community Based Services (HCBS) Claims Specialty Training Session

- 10/25/18 from 9:00 a.m. - 11:30 a.m. MT

Materials for HCBS training sessions are coming soon.

Recently Added Issues

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

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 resolved on 9/4/18. Claims will be reprocessed by DXC.
- D2999 - Issue not yet resolved. Claims will be reprocessed by DXC.
- H0002 - Issue resolved on 8/31/18. 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.
- T2029 with UA or U1 modifier - Issue resolved on 6/13/18. Claims were reprocessed by DXC on 8/10/18.
- T2029 without UA or U1 modifier - Issue resolved on 8/3/18. Claims were reprocessed by DXC on 8/10/18.

- T2038 - Issue resolved on 9/4/18. 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 9/7/18: This entry has been updated to reflect issue resolution for procedure codes A9900, H0002, T2029 and T2028, in addition to completed claims reprocessing for procedure code T2029.

Resolved 7/19/18: Physical and Occupational Therapy Claims Paying \$0.00

Some physical and occupational therapy claims were paying \$0.00.

Claims were reprocessed by DXC on 9/7/18, which resulted in payment or valid claim denials.

Issue resolved 7/19/18

UPDATE 9/7/18: This entry has been updated to reflect completed claims reprocessing.

Resolved 3/1/18: Inpatient Claims Denying for EOB 3891 – "The Assigned DRG is not on File"

When submitted via Provider Web Portal, some inpatient hospital claims were denying or suspending incorrectly for EOB 3891 – "The assigned DRG is not on File."

Claims were reprocessed by DXC on 8/24/18.

Issue resolved 3/1/18

UPDATE 8/27/18: This entry has been updated to reflect completed claims reprocessing.

Recently Resolved Issues

Resolved 8/25/18: 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 were outside 365 days, but referenced a valid previous Internal Control Number (ICN), were still being denied for EOB 1786 - "The date of service date is out of timely filing." The Colorado interChange was previously not adjudicating the previous ICN information.

Claims will be reprocessed by DXC.

Issue resolved 8/25/18

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