



Dear Providers,

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

### Colorado Medical Assistance Provider Incentive Repository (MAPIR) Accepting Health First Colorado - Eligible Professionals (EPs) and Eligible Hospitals (EHs) Attestations

As a reminder, the Department is currently accepting attestations for EPs, EHs and Critical Access Hospitals for Program Year 2017 until October 12, 2018. Please visit the [CORHIO website](#) for more information.

## Featured Provider Resources

### Provider Web Portal Quick Guide Updates

The following Provider Web Portal Quick Guides have been updated:

- [Provider Maintenance - Update License](#): This Quick Guide has been updated with information pertaining to Clinical Laboratory Improvement Amendments (CLIA) certification effective and end dates.
- [Copy, Adjust, or Void a Claim](#): This Quick Guide has been updated with instructions on how to remove a service detail line from a copied claim.

Visit the [Quick Guides and Webinars web page](#) for a complete list of Provider Web Portal Quick Guides.

### Submitting a Post Eligibility Treatment of Income (PETI) Prior Authorization Request (PAR)

In response to feedback from Nursing Facility providers, DXC and the Department are currently developing a new Provider Web Portal Quick Guide for Submitting a PETI PAR. Once complete, this guide will be published on the [Quick Guides and Webinars web page](#), featured in a future Last Week in Review newsletter, and the link will be sent out in an email communication to Nursing Facility providers.

In the meantime, providers seeking more information about submitting PETI PARs should

### Upcoming 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. Upcoming workshops scheduled through October 2018 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

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

[Materials used for CMS 1500 training sessions](#) are available on the [Provider Training web page](#) under the Billing Training and Workshops drop-down list.

### UB-04 Professional Claims Training Sessions

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

[Materials used for UB-04 training sessions](#) are available on the [Provider Training web page](#) under the Billing Training and Workshops drop-down list.

### Physical, Occupational and Speech Therapy (PT/OT/ST) Claims Specialty Training Session

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

[Materials used for PT/OT/ST training sessions](#) are available on the [Provider Training web page](#) under the Billing Training and Workshops drop-down list.

## 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 previously reported to be reprocessed by DXC on 7/20/18, however additional affected claims have been identified and will be reprocessed by DXC.
- 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 resolved on 9/13/18. Providers are advised to resubmit affected claims.
- S5151 - Issue resolved on 9/13/18. 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 previously

reported to be reprocessed by DXC on 8/10/18, however additional affected claims have been identified and will be reprocessed by DXC.

- T2029 without UA or U1 modifier - Issue resolved on 8/3/18. Claims were previously reported to be reprocessed by DXC on 8/10/18, however additional affected claims have been identified and will be reprocessed by DXC.
- 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 9/21/18:** This entry has been updated to reflect current status of claims reprocessing for procedure codes A0100, H2024 and T2029.

## Recently Resolved Issues

No new Resolved Issues have been posted to the website. DXC and the Department are aware of several 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.*