



## Last Week in Review: Known Issues & Updatesweb page

Dear Providers,

This email summarizes last week's additions to the Known Issues & Updates web page. We frequently update our Known Issues & Updates web page, so make sure to check it for updates on a regular basis. Click the button below to visit the Known Issues & Updates web page. Please note that the Known Issues page is not an all-inclusive list of known issues.



### Known Issues Web Page

Provider Web Portal updates,  
known issues, work-arounds,  
resolved issues, & non-issues

**Take me there!**

### Recently Added

**Claim Denials for DME Providers for EOB 2658 - DME Rent to Own - Purchase Price Limit**  
Claims for DME providers are incorrectly denying for EOB 2368 – "DME Rent to Own - Purchase Price limit" for the following procedure codes: B9000, B9002, B9004, B9006, E0193-E0194, E0202, E0445, E0462, E0500, E0603, E0619, E0691-E0694, E0720, E0730, E0762, E0770, E0779-E0780, E0935, E1841, E2402, K0462 and S9001.

This issue is affecting Professional and Professional Crossover claims.

Providers should submit claims as necessary in order to meet the requirements for timely filing. Claims will be reprocessed by DXC.

#### Portal Physical and Occupational Therapy Units Displayed in the Provider Web Portal

The Provider Web Portal displays physical and occupational therapy (PT/OT) total dollars and service units "used" from claims processed in the interChange system only (claims processed on or after 3/1/17). Dollars and service units used in the legacy MMIS system are not calculated into the amount displayed on the web portal, however, they are still counted towards limits when claims are adjudicated. The amounts displayed on the portal may not reflect the total amount of units the member has used. DXC is working to add the above clarification to the portal where the Limit Details are displayed.

#### Claim Denials for Clinic Providers for Procedure Code 99406 for Smoking Cessation - EOB 1381

Claims for clinic providers are incorrectly denying for procedure code 99406 (smoking and tobacco-use cessation counseling visit; intermediate, greater than 3 minutes up to 10 minutes). These claims are denying for EOB 1381 - "No billing rule for procedure." Clinic providers are allowed to bill for this code even if the member is not pregnant.

DXC is working with the Department to fix the issue.

Providers will need to resubmit these claims once this issue has been resolved. Providers should submit claims as necessary in order to meet the requirements for timely filing.

## Recently Resolved

### **Resolved 7/24/17: Claim Denials for EOB 0182 Related to E/M Codes**

There was an issue with Evaluation and Management (E/M) codes in the Colorado interChange (for example, procedure codes 99201-99215). E/M codes with either modifier GT or FP were not affected, but should only be applied to appropriate claims.

Some provider rates were inadvertently end dated on June 30, 2017. This was causing claims to deny (from July 1 forward).

Affected claims were denying for EOB 0182 – “Billing Provider Type and/or Specialty is not allowable for the service billed.”

After identifying the issue, DXC suspended claims until it was resolved.

Claims that denied or suspended will be reprocessed by DXC during the week of 7/24/17.

This fix does not address the issue affecting Rehab Agencies (provider type 48). For more information on this issue, please refer to our Known Issues & Updates web page and see “Claim Denials for Provider Type 48 for EOB 0182- Rehab Agency”.

Issue resolved 7/24/17.

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### **Resolved 7/17/17: Claim Denials for Provider Type 25 for EOB 0182**

Claims for Provider Type 25 - Non-Physician Practitioner Group were denying for some services that should have been allowed for this provider type. These claims were denying for EOB 0182 – “Billing Provider Type and/or Specialty is not allowable for the service billed.”

Claims were reprocessed by DXC on 7/26/17.

Issue resolved 7/17/17.

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### **Resolved 7/12/17: Professional and Outpatient Claim Denials for EOB 0101 – Duplicate Service**

Professional and Outpatient claims were incorrectly denying for EOB 0101 – “This is a duplicate service.” However, this is a valid denial in the case of duplicate laboratory codes.

Claims were reprocessed by DXC on 7/21/17.

Issue resolved 7/12/17.

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