



Last Week in Review: Known Issues & Updates web 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!

Hot Topics

Providers are reminded that financial assistance is available to enrolled providers experiencing billing difficulties. If you are an enrolled provider experiencing financial hardship, you can request interim payments by calling the Provider Services Call Center at 1-844-235-2387 and select option 2 to "speak with an agent" and then option 4 to learn about interim payment options.

Interim payments are paid at 80 percent of a provider's historic weekly payment average over a three-month period prior to March 1st.

Interim payments are meant to give providers temporary financial relief until claims are processed correctly. These payments are not intended to pay outstanding claims billed.

Once claims are processing correctly, an accounts receivable will be set up and these payments will be recouped from future payments. We cannot issue interim payments to providers who are not enrolled or who have not yet completed the revalidation process.

Featured Provider Resources

If you are receiving this email, you are already signed up to receive Provider Bulletins and general announcements as well. 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.

Many of the emails sent out to providers are also posted on the [Provider Resources](#) web page, under the Emails to Providers heading. Please note that this is not an all-inclusive list of emails sent to providers, as some contain sensitive information and therefore are not made available to the public.

Recently Added Issues

No new Known Issues posted to the website this week. DXC and the Department are aware of several newly-identified issues and are in the process of developing content to be posted on the Known Issues page as soon as possible.

Recently Resolved Issues

Resolved 8/23/17: Physician and Osteopath Billing Providers Unable to Enter CLIA Information

There was no field available for Physician and Osteopath providers to input CLIA information. This applied to both the initial enrollment as well as enrollment updates on the Provider Web Portal. As a result, claims may have been denied for EOB 3660 – “The service is not within the scope of the billing provider’s CLIA certification; Please update the MMIS provider records with the correct CLIA number.” Providers are now able to update the CLIA information. Individuals within a group do not need to enter a CLIA.

Providers are advised to resubmit the affected claims.

Issue resolved 8/23/17

Resolved 8/23/17: Non-EPSTD Denials for Clinics with CRNA or Podiatrist as Rendering Providers

Clinic claims for non-EPSTD services were incorrectly denying for EOB 0678 – “Billing Provider Type and Specialty is not allowable for the Rendering Provider” when a Certified Registered Nurse Anesthetist (CRNA) or a Podiatrist was listed as the rendering provider. Clinic providers are allowed to bill non-EPSTD services for these provider types.

Claims will be reprocessed by DXC on 8/25/17.

Issue resolved 8/23/17

Resolved 8/23/17: Claims Suspended for EOB 2960 - Claim Processed with Closest Eligibility Span

Some batch claims were incorrectly suspending for EOB 2960 – “Claim processed with closest eligibility span.” This only affected batch claims, not portal or paper claims.

This issue has been resolved and claims will be reprocessed by DXC on 8/24/17.

Issue resolved 8/23/17

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