



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!

Hot Topics

Status Update: Clinic Claims Not Deducting Co-Pays

The following information was posted to the Known Issues & Updates web page on 5/24/17: "Currently co-pays on claims billed by clinic providers are not being deducted appropriately. DXC and the Department are working to fix the issue. Claims will be reprocessed by DXC and funds will be recouped. Additional details and recoupment dates will be provided as this information becomes available."

Please note that as of 8/7/17, this issue is not yet resolved. However, providers are advised that DXC will be reprocessing claims and recouping funds within the next 1-3 weeks. More specific dates will be provided as they are available.

Featured Provider Resources

The [August Provider Bulletin \(B1700401\)](#) was published on July 31, 2017, on the [Bulletins](#) page.

The [Provider Training Schedule document](#), which includes links to recorded webinars, FAQs and Quick Guides pertaining to the Provider Web Portal, has been relocated to the [Provider Web Portal](#) page. This document was previously available on the [Provider Revalidation & Enrollment](#) web page.

Note: The Department and DXC are currently making updates to the Department's website in an effort to improve user navigation and overall organization. These updates include relocating certain documents and informational resources to more appropriate webpages, making content easier to find.

As with the announcement of the relocation of the Provider Training Schedule document above, the Department and DXC will continue to communicate these changes to providers over the next several months.

Recently Added Issues

Secure Correspondence Tool Not Functioning Correctly

The Secure Correspondence tool in the Provider Web Portal is not functioning correctly. DXC is working to resolve the issue and will provide an update on the Known Issues page once it has been resolved. In the meantime, please contact the Provider Services Call Center at (1-844-235-2387) with any questions or concerns.

Non-EPSTD Services Denying for Clinics with CRNA or Podiatrist as Rendering Providers

Clinic claims for non-EPSTD services are 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 is listed as the rendering provider. Clinic providers are allowed to bill non-EPSTD services for these provider types.

DXC is working to fix the issue.

DXC and the Department are working to determine whether claims can be reprocessed. Providers should submit claims as necessary in order to meet the requirements for timely filing.

Recently Resolved Issues

Resolved 3/9/17: Inpatient Claims Not Paying Outlier Days

After the transition to the new Colorado interChange system outlier days were not calculated for payment. This issue was resolved on 3/9/17 however, inpatient claims that were originally processed between 3/1/17 and 3/9/17 may not have paid the outlier days.

Providers are advised to resubmit the affected claims.

Issue resolved 3/9/17

Resolved 8/2/17: Physician Services with Different Rendering Providers for Multiple Visits

Claims with procedure codes 99221-99233 were denying for EOB 0010 – "The number of hospital visits exceeds the guidelines for the procedure billed" when the same service for a member was performed by different rendering providers in an outpatient setting.

Providers are advised to resubmit affected claims.

Issue resolved 8/2/17

Resolved 7/20/17: Claim Denials for Procedure Code J3121 for EOB 1381

Claims for Clinic and Non-Physician Practitioner Group providers were incorrectly denying for procedure code J3121 (Injection, testosterone enanthate, 1mg). These claims were denying for EOB 1381 - "No billing rule for procedure."

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

Issue resolved 7/20/17

Resolved 7/27/17: Clinic Claim Denials for Procedure Code 97162 for Physical Therapy Evaluation

Claims for Clinic providers were incorrectly denying for procedure code 97162 (Evaluation of Physical Therapy, Typically 30 minutes). These claims were denying for EOB 1381 - "No billing rule for procedure."

Claims will be reprocessed by DXC.

Issue resolved 7/27/17

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