



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

Please note that the Known Issues & Updates web page is being reorganized to make it more user-friendly. We apologize for the inconvenience during this time.

Featured Provider Resources

The September Provider Bulletin (B1700403) was published on August 31, 2017, on the [Bulletins page](#).

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 Updated Issues

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. These claims were denying for EOB 1381 - "No billing rule for procedure."

Claims were reprocessed by DXC on 8/4/17.

Issue resolved 7/27/17

UPDATE 8/29/17: This entry has been updated to reflect completed claims reprocessing.

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 were reprocessed by DXC on 9/1/17.

Issue resolved 8/23/17

UPDATE 8/29/17: This entry has been updated to reflect the rescheduled date for claims reprocessing.

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 were reprocessed by DXC on 8/25/17.

Issue resolved 8/23/17

UPDATE 8/29/17: This entry has been updated to reflect completed claims reprocessing.

Resolved 5/12/17: Optician Claims for Vision Supplies Denying for EOB 0653

Claims for vision supplies, like eye glasses, were denying due to missing vision codes for EOB 0653 – requires manual pricing. These codes were loaded on 5/5/17 and claims were reprocessed by DXC on 5/12/17.

Issue resolved 5/12/17

UPDATE 8/30/17: This entry has been updated to reflect completed claims reprocessing.

Recently Resolved Issues

Resolved 8/28/17: EOB 0182 for Rehab Agency/Therapy Claims

Procedure codes 97161 through 97168 were not added to the clinic billing contract for Non-Physician Practitioner Group and Rehab Agency provider types, and the practitioner billing contract for Physical Therapist and Occupational Therapist provider types.

This was causing claim denials for EOB code 0182.

All denied claims since January 1, 2017, when the codes were opened, were reprocessed by DXC on 8/30/17.

Issue resolved 8/28/17

Resolved 8/28/17: Claims Denials for Provider Type 48 for EOB 0182 - Rehab Agency
Rehab Agency claims were denying for some services that should be 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 8/30/17.

Issue resolved 8/28/17

Resolved 8/18/17: Claim Denials for Physician Services for PAR Requirement

Claims for physician services are denying for a Prior Authorization Request (PAR) requirement when billed for any of the following codes: 19370, 19371, 19350, 19380, 19357. PARs are not required for these

services.

Claims will be reprocessed by DXC.

Issue resolved 8/18/17

Resolved 8/18/17: Pharmacies with DME Specialty Unable to Bill Ventilators

Pharmacy provider type with the DME specialty was unable to bill ventilator codes (E0465 and E0466). Claims were denying for EOB code 0182, the billing provider type and/or specialty is not allowable for the service billed.

Claims were reprocessed by DXC on 9/1/17.

Issue resolved 8/18/17

Resolved 8/10/17: Claim Denials for Radiology Clinic Providers

Radiology providers enrolled as Type 16 – CLINIC were receiving claim denials when submitting claims with the CPT codes in the 70000 range resulting in EOB 1381 – “No billing rule for procedure.”

Claims were reprocessed by DXC on 8/11/17.

Issue resolved 8/10/17

Resolved 8/18/17: Women’s Health Family Planning Claims J7297 and J7302 Denying - EOB 1178

Procedure codes J7297 (Liletta) and J7302 (Mirena) were not being processed for payment. This was affecting obstetrics claims returning EOB 1178 – “Service not reimbursable for DOS (dates of service).”

Both procedure codes were part of the 2016 HCPCS update, which was completed on 7/12/17.

Procedure code J7302 (Mirena) is not a valid procedure code after 12/31/2015. Procedure code J7298 should be used in its place.

The issue pertaining to J7302 (Mirena) was resolved on 7/12/17 and the affected claims were reprocessed by DXC on 7/14/17.

The issue pertaining to J7297 (Liletta) was resolved on 8/18/17. Providers are advised to resubmit affected claims for J7297 (Liletta).

Issue resolved 7/12/17 (J7302 – Mirena)

Issue resolved 8/18/17 (J7297 – Liletta)

Resolved 8/11/17: Clinic Claim Denials for EOB 0030 - Same Day Well Child and Sick Child Visit

Clinic claims were denying when a well child visit and a sick child visit had been billed for the same day. These claims were denying for EOB 0030 – “EPSDT services are not a benefit with office visits.” Procedure codes 99201 – 99215 with modifier 25 should be allowable against procedure codes 96360-96361, 99381-99385, 99391-99395 regardless of modifiers. Procedure codes 96360-96361, 99381-99385, 99391-99395 regardless of modifiers should be allowable against procedures 99201-99215 with modifier 25.

Claims were reprocessed by DXC on 8/18/17.

Issue resolved 8/11/17

Resolved 7/20/17: Clinic Claims Not Deducting Co-Pays

Co-pays on claims billed by clinic providers were not being deducted appropriately.

This issue was resolved in three parts, with the first fix occurring on 7/12/17, and the remaining two fixes occurring on 7/20/17. DXC is reprocessing claims and recouping funds in phases over the next several weeks, beginning on August 25, 2017. Providers are advised to check their Remittance Advices

(RAs) regularly for the next several weeks in anticipation of these recoupments.

Issue resolved 7/12/17

Issue resolved 7/20/17

Resolved 8/18/17: Claim Denials for Clinic Providers for Procedure Code 99406 for EOB 1381

Claims for clinic providers were denying for procedure code 99406 for smoking cessation. These claims were 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.

Claims were reprocessed by DXC on 9/1/17.

Issue resolved 8/18/17

Resolved 8/18/17: Outpatient Hospital Denials for EOB 0393 - Revenue/Procedure Code Conflict

Outpatient claims for Hospital – General providers with Type of Bill 13x were denying for EOB 0393 - "The revenue code and procedure code are in conflict. Please verify whether a HCPC can be used with this revenue code and ensure the procedure code is appropriate for the revenue code used."

The majority of the affected claims were submitted prior to 8/18/17 and were reprocessed by DXC on 8/25/17. Some additional claims that were submitted on 8/18/17 were also affected by this issue and will be reprocessed by DXC.

Please note that claims may still deny appropriately for this EOB for reasons not related to this issue. Claims with dates of service before 10/31/16 were not affected by this issue.

Issue resolved 8/18/17

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