



**COLORADO**  
Department of Health Care  
Policy & Financing

Dear Provider,

This email is to let you know the Department and DXC Technologies (DXC) are aware of an issue with *Provider Submitted and Automatic Medicare Crossover* and *Third Party Liability* claims and timely filing edits.

Providers have additional time to submit from the day of the Explanation of Benefits (EOB) from the primary insurance. If the claim is outside 240 days from the date of service, but Medicare Crossover or Third Party Liability (TPL) has paid or denied, the claim can still be considered to be within timely filing.

Timely filing for Medicare crossover claims is 120 days from the date of payment or 60 days from the date of denial. For TPL claims, timely filing is 60 days from the date of payment or 60 days from the date of denial.

System functionality to bypass EOB 1786 (The date of service is out of timely filing) when the Medicare/TPL Paid or Denied amount is included on the claim is not currently functioning. As a result, claims are being denied incorrectly.

A system fix to address this issue is anticipated to go into effect on November 1, 2017. In the interim, *Provider Submitted and Automatic Medicare Crossover* and *Third Party Liability* claims that are past 240 days from the date of service, but still within timely guidelines, can be submitted via the Provider Web portal with the EOB attached. Once the claim is submitted it will be suspended for manual review of the EOB.

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Dear Provider,

Please review this clarifying information in regards to the Timely Filing Extension email (below) sent out earlier today.

**Question:**

Does this extension apply to claim adjustments and re-submissions?

**Answer:**

Technically, the only number that we're extending is the time-frame for submission from the original date of service (DOS).

Normally, providers have 120 days from the DOS to submit their claims (without needing to provide additional documentation). Beginning May 12, this number will be temporarily extended to 240 days.

**If a provider is within the 240-day window from the DOS, they can still adjust or resubmit a claim as often as they need (within the 240-day window).** It's not until a provider is outside of the original window for timely filing that they need to worry about the time-frame to resubmit a denied claim, adjust a claim, etc.; this time-frame is 60 days after the last claim-specific activity.

So yes, while we are not specially extending the time-frame for adjustments and re-submissions, providers are essentially being given an extension for those as well.

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Dear Provider,

The Department recognizes some providers have had difficulties submitting claims during the transition to the new claims payment system (the Colorado interChange).

In an effort to ensure providers are appropriately paid for services to our members, we are temporarily changing the limit for timely filing.

**Effective May 12, 2017, the timely filing limit will be extended to 240 calendar days.**

Therefore, we recommend providers hold claims with a DOS after December 1, 2016 (that are outside the 120 days timely filing limit) and do not submit those claims until after May 12, 2017. The system will automatically calculate the additional time and **providers do not need to take action to receive the extension during claims submission.**

**Effective November 1, 2017, the limit will be changed back to 120 calendar days.**

On November 1, 2017, all claims with a DOS prior to July 4, 2017 will be outside the timely filing limit of 120 days, and providers will need to submit additional documentation to request a timely filing extension.

Examples:

- On May 1, 2017, a claim for DOS of December 1, 2016 will be **outside the timely filing limit** of 120 days, and **will** need to submit additional documentation to request a timely filing extension.

- On May 17, 2017, a claim for DOS of December 1, 2016 will be **inside the extended timely filing limit** of 240 days, and **will not** need to submit additional documentation to request a timely filing extension.
- On November 1, 2017, a claim for DOS of December 1, 2016 will **again be outside the timely filing limit** of 120 days, and **will** need to submit additional documentation to request a timely filing extension.

Thank you,

The Colorado Department of Health Care Policy and Financing

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