



Dear Provider,

The issue described in the message below was resolved on February 27, 2019.

Affected claims will be reprocessed by DXC; however, if the claim is urgent, providers should contact the [Provider Services Call Center](#) at 1-844-235-2387.

Thank you,

Department of Health Care Policy & Financing

Dear Provider,

Some claims are incorrectly denying for timely filing in the scenario below:

- The claim is originally submitted by the provider within timely filing guidelines and paid.
- DXC Technology (DXC) adjusts the claim that is past 365 days from the original date of service, which can possibly result in a recoupment of funds.
- The provider resubmits the claim within 60 days from the date of the remittance advice (RA), using the Internal Control Number (ICN) of the adjustment.

The Department and DXC anticipate a resolution in the coming weeks.

Affected claims will be reprocessed by DXC; however, if the claim is urgent, providers should contact the [Provider Services Call Center](#) at 1-844-235-2387.

Note: Claims that are still within 365 days and have been adjusted can be resubmitted without the previous ICN.

Thank you,

Department of Health Care Policy & Financing

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