



Dear Nursing Facility Provider,

This email is to provide an update on the issue first described in the email from November 15, 2017, copied below.

The system fix was implemented on December 13, 2017. Claims affected by this issue were reprocessed in three stages. The first stage of claims reprocessing occurred on December 15, 2017. The second stage of claims reprocessing occurred on December 22, 2017. The third and final stage of claims reprocessing occurred on December 29, 2017. All affected claims have now been reprocessed.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

---

Dear Nursing Facility Provider,

A known issue has been identified where Part A crossovers are paying the full coinsurance and deductible instead of using the "lower of" pricing logic. Part B crossovers are paying at zero when they should be paying the coinsurance and deductible.

The Department and DXC are looking into this issue and will follow up with more information as it is available. Claims will be reprocessed by DXC.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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

See what's happening on our social sites

