



Dear Pediatric Behavioral Therapy Provider,

The issue described in the previous communication below where the Authorization Details in eQSuite® did not match the Prior Authorization Request letter on the Provider Web Portal was resolved on February 16, 2019.

Until the solution was implemented, new prior authorizations that were approved by eQHealth Solutions, Inc., from February 14, 2019, to February 16, 2019, were not being posted to the Web Portal. Now that the issue has been resolved, new prior authorizations approved within that timeframe are available on the Web Portal.

The Department and DXC are still working to resolve the second issue described in the previous communication below where claims are denying for Explanation of Benefits (EOB) 2029 - "The Services Must Be Billed to the Member's RAE." Providers will be notified once the issue has been resolved.

Thank you,

Department of Health Care Policy & Financing

Dear Pediatric Behavioral Therapy Provider,

Two new known issues affecting Pediatric Behavioral Therapy providers have been identified. These issues have been added to the [Known Issues & Updates web page](#).

For status updates on these known issues, providers should check the Known Issues & Updates web page. The Last Week in Review: Known Issues & Updates Web Page newsletter will also provide updates on the status of these issues. Copies of the newsletter are posted to the [Provider News web page](#).

Authorization Status Not Matching Prior Authorization Request (PAR) Letter
Some providers are reporting that the Authorization Details in eQSuite® do not match the PAR letter on the Provider Web Portal.

The Department and DXC are investigating this issue and will provide more information as it is available.

Pediatric Behavioral Therapy Claims Denying for Explanation of Benefits (EOB) 2029 - "The Services Must Be Billed to the Member's RAE"
Pediatric Behavioral Therapy Claims are denying for EOB 2029 - "The services must be billed to the member's RAE." Regional Accountable Entities (RAEs) do not cover Pediatric Behavioral Therapy and claims should be billed directly to DXC.

The Department and DXC are working to resolve this issue.

Claims will be reprocessed by DXC.

Thank you,

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