



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

# Provider News & Resources

December 11, 2023 Issue 82

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## **Provider Stakeholder Opportunity**

### **Serving Justice-Impacted Members**

Join the Department of Health Care Policy & Financing (the Department) to discuss providing services to criminal justice-impacted communities.

The Department is interested in understanding the ways in which providers currently work with this community and identifying barriers that can be addressed.

**When:** Thursday, December 14, 2023,  
1:00 p.m. - 2:00 p.m. MT

**Topic:** Serving Justice-Impacted Members

[Register](#) in advance for this meeting.

***Featured Resources:***

[Provider News web page](#)

***Upcoming Holidays:***

**Christmas Day  
Monday, December 25**

State Offices, Gainwell Technologies, DentaQuest, AssureCare and the ColoradoPAR Program will be closed.



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**Claims for HCPCS 2024 Procedure Codes Suspending  
for Explanation of Benefits (EOB) 0000**

Claims billed with a HCPCS 2024 procedure code may begin suspending for EOB 0000 - "This claim/service is pending for program review" beginning January 1, 2024. The Colorado interChange is being updated with the 2024 HCPCS billing codes based on the Centers for Medicare & Medicaid Services (CMS) annual release of deletions, changes and additions.

Claims will be released from suspense once the update is complete. A special issue of the Provider Bulletin is expected for publication in mid or late January with further details.

Providers are reminded to check the [Provider Rates & Fee Schedule web page](#) before billing to ensure the codes are a covered benefit. All codes must be reviewed for medical necessity, prior authorization coverage standards and rates before the codes are reimbursable.

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## Speech Therapy

### Incorrect Speech Therapy (ST) Sessions in Provider Web Portal and Incorrect ST Denials

Some claims are being denied incorrectly with Explanation of Benefits (EOB) code "5550 - Speech Rehab Service Limit of 12 sessions has been met." A resolution is in process to implement system changes.

Claims are anticipated to be reprocessed in the coming weeks.

The Provider Web Portal is also displaying the incorrect amount of remaining therapy sessions before a prior authorization is required.

The Web Portal will reflect the appropriate units billed until the entire system change is completed. Once completed, the Web Portal will appropriately show the number of sessions utilized. More information will be provided in future communications.

A system change is in process to reflect a start of available sessions. This is anticipated to go into effect in December 2023. Any services delivered or billed before December 1, 2023, will not be reflected in the Web Portal.

Contact the [Provider Services Call Center](#) with questions regarding claims and the Web Portal.

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### Recently Updated Billing Manuals

- [Appendix R - Remittance Advice \(RA\) Messages](#)
- [Appendix Z - Outpatient Hospital Specialty Drugs](#)
- [Hospice](#)
- [Pharmacist Services](#)

Visit the [Billing Manuals web page](#) to locate all published manuals.

### Known Issues

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## Some Claims for Speech Therapy are Denying for Explanation of Benefits (EOB) 5550, 5551 and 5552

Some claims for Speech Therapy requiring a Prior Authorization (PA) submitted on or after 07/01/23 are denying incorrectly with various procedure codes and modifiers, which are listed below.

### Procedure Codes

92507	92508	92520	92521	92522	92523	92524	92526	92597
92605	92607	92608	92609	92610	92611	92612	92614	92626
92627	96105	96111	96112	96113	97129	97130		

### Modifiers

- GN modifier billed along with 96 modifier
- GN modifier billed along with 97 modifier
- GN modifier billed along with TL modifier

### Explanation of Benefits (EOB) Codes and Descriptions

- 5550 - Speech Rehabilitative Service Limit of 12 sessions has been met.
- 5551 - Speech Therapy Service Limit of 12 sessions has been met.
- 5552 - Speech Habilitative Service Limit of 12 sessions has been met.

A resolution to this issue is in process.

Affected claims will be reprocessed.

## Resolved Known Issues

### Durable Medical Equipment

**Resolved 11/22/23: Some Professional Claims with DME Procedure Codes E2599, K0108 and T5999 were Denying for EOB 7577**

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Some professional claims with DME procedure codes E2599, K0108 and T5999 were denying for Explanation of Benefits (EOB 7577) - "CXT-S service is an unlisted procedure."

Affected claims were reprocessed on 12/04/23.

Issue resolved 11/22/23.

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## **Women's Health**

### **Resolved 11/22/23: Some Professional Claims with Procedure Code S0190 with a G7 Modifier were Denying for EOB 7802**

Some professional claims with procedure code S0190 with a G7 modifier that were submitted after 01/01/22 were denying for Explanation of Benefits (EOB) 7802 - "The non-payment modifier is not appropriate with the billed procedure code."

Affected claims were reprocessed on 12/04/23.

Issue resolved 11/22/23.

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