



Provider News & Resources

Special Newsletter:

Durable Medical Equipment (DME) Known Issues

June 19, 2023

In This Issue:

Known Issue

DME Supply Claims Suspending EOB 3530

Resolved Known Issues

Resolved 06/09/23: DME Supply Claims Suspending EOB 2861

Resolved 05/19/23: DME Supply Claims Suspending EOB 2861

Resolved 05/04/23: Some DME Supply Claims Paying at Incorrect Rate

Resolved 04/26/23: DME Supply Claims Paying at Incorrect Rate

DME Providers

Several issues in the Colorado interChange affected DME claim processing.

The Department of Health Care Policy & Financing (the Department) wants to thank the DME providers for their patience while they collaborated with Gainwell Technologies to correct these issues.

This newsletter contains DME resolved known issues for the past few months. Currently, one known issue still exists. All newly submitted claims for DME and supplies should now be processed correctly for those issues that were resolved.

Many claims were reprocessed or released

Resolved 04/07/23: DME Supply Claims Paying at Incorrect Rate

Featured Resources:

[Durable Medical Equipment \(DME\), Upper Payment Limit Fee Schedule](#)

Upcoming Holidays:

**Juneteenth -
Monday, June 19, 2023**

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

**Governor's Holiday -
Monday, July 3, 2023**

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

**Independence Day -
Tuesday, July 4, 2023**

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

from a suspended status and will appear on the remittance advice (RA) today.

Due to the large number of claims, reprocessing will continue over the next several weeks.

Visit the [Known Issues web page](#) to review all known issues and updates regarding reprocessing located under the DME/Supply drop-down.

Contact the [Provider Services Call Center](#) with any other questions.



Known Issue

Durable Medical Equipment (DME) Supply Claims Suspending Explanation of Benefits (EOB) 3530

Claims billed with procedure code E1399 and Modifier U1 for dates of service (DOS) 04/07/23 - 06/16/23 are suspending for EOB 3530 - "There is no rate on file for the date of service. Charges cannot be processed."

This only impacts claims with both E1399 and Modifier U1. Claims with E1399 and no modifier are processing normally.

A resolution to this issue is in process.

Affected claims will be reprocessed.

Resolved Known Issues

Resolved 06/09/23

Durable Medical Equipment (DME) Supply Claims Suspending Explanation of Benefits (EOB) 2861

Claims were suspending for Explanation of Benefits (EOB) 2861 - "No Rate on File for the Date(s) of Service." A secondary issue was affecting claims. Claims were in a suspended status for the [following codes](#).

Affected claims were recycled on 06/16/23.

Issue resolved 06/09/23.

Resolved 05/19/23

**Durable Medical Equipment (DME) Supply Claims Suspending
Explanation of Benefits (EOB) 2861**

Claims for procedure codes E0118, E0274, E0370, E0565, E0785, E0786, E0850, E0856, E0930, E0936, E0958, E0959, E0967, E0968, E0969, E0970, E0980, E0983, E0984, E0986, E0988 were suspending for Explanation of Benefits (EOB) 2861 - "No Rate on File for the Date(s) of Service."

Affected claims were recycled on 06/16/23.

Issue resolved 05/19/23.

Resolved 05/04/23

**Some Durable Medical Equipment (DME) Supply Claims
Paying at Incorrect Rate**

Some DME claims with procedure codes A4267, A4268, A4269, A4351, A4352, E1130, E1140, K0739 and K0740 were paying at the old default rate instead of the DME rural and non-rural rate.

Affected claims will be reprocessed.

Issue resolved 05/04/23.

Resolved 04/26/23

**Durable Medical Equipment (DME) Supply Claims
Paying at Incorrect Rate**

Some DME claims with procedure code E2512 were paying at the incorrect rate of \$501.57. The correct rate is \$4,465.18.

DME claims with procedure code A9274 and U1 modifier were paying at a set rate. This code should be manually priced when the U1 modifier is used.

Affected claims were reprocessed 04/28/23.

Issue resolved 04/26/23.

Resolved 04/07/23

**Durable Medical Equipment (DME) Supply Claims
Paying at Incorrect Rate**

Some DME claims with dates of service after 07/01/22 were paying at the old default rate instead of the DME rural and non-rural rate.

Affected claims will be reprocessed.

Issue resolved 04/07/23.
