



Dear Speech Therapy Provider,

Some claims were being denied incorrectly with Explanation of Benefits (EOB) code "5550 - Speech Rehab Service Limit of 12 sessions has been met." System changes were implemented on December 27, 2023.

Claims were reprocessed on January 3, 2024.

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

Thank you,

Department of Health Care Policy & Financing

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Dear Speech Therapy Provider,

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 any questions regarding claims and the Web Portal.

Thank you,

Department of Health Care Policy & Financing

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