



Dear Durable Medical Equipment (DME) Provider,

The issue described in the communication below was completely resolved on February 2, 2021.

Claims were reprocessed January 19 and February 8, 2021. Visit the [Known Issues web page](#) and research under the Durable Medical Equipment (DME)/Supply drop-down section for more information on each specific modifier.

Thank you,

Department of Health Care Policy & Financing

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Dear Durable Medical Equipment (DME) Provider,

Some DME supply claims billed with modifiers RB, RA, TW, RR or NU are denying for EOB 7802 – “The non-payment modifier is not appropriate with the billed procedure code.”

A resolution to this issue is in process. Affected claims will be reprocessed.

Thank you,

Department of Health Care Policy & Financing

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