Dear Provider,

The issue described in the communication below was resolved on February 12, 2020.

Thank you,

Department of Health Care Policy & Financing

Dear Provider,

This email is a correction to a known issue published on September 9, 2019, titled **Physician and Outpatient Hospital Claims Denying for Explanation of Benefits (EOB) 5807 - "The short-term behavioral health service limit has been met, please submit the service to the Member's RAE."**

The issue incorrectly stated procedure codes 90791, 90832, 90834, 90837, 90846 and 90847 were denying in error and should not be billed to a member's Regional Accountable Entity (RAE). The previously published known issue has been replaced on the Known Issues & Updates web page with the following corrected known issue:

Provider Web Portal Eligibility Display and Short-Term Behavioral Health Service Limits
The eligibility responses on the Provider Web Portal are incorrectly calculating a fiscal year (July 1 to June 30) as a two-year span rather than a one-year span when calculating and displaying some short-term behavioral health visit benefit claims. This may cause the "Used" units under the Limit Details panel to incorrectly show greater than the "Limit".

Claims are not denying due to this eligibility response issue. If providers receive EOB 5807 - "The short-term behavioral health service limit has been met, please submit the service to the Member's RAE." denials on the procedure codes below, those claims should be billed to the member's Regional Accountable Entity (RAE) and not to DXC:

- 90791
- 90832
- 90834
- 90837
- 90846
- 90847

Providers are reminded to reference the Short-term Behavioral Health Services in the Primary Care Setting Fact Sheet regarding policy for the short-term behavioral health benefit.

The Department and DXC are working to resolve the Web Portal eligibility display issue.

We apologize for any confusion this may have caused.

Thank you,

Department of Health Care Policy & Financing

Please do not reply to this email; this address is not monitored.

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