

A L E R T

May 15, 2020

TO: Hospice and Nursing Home Providers

RE: Adjusting Hospice Claims Reprocessed Due to Increase Per Diem Rate for Nursing Facilities related to COVID-19 Health Emergency

Due to a claims processing rule that Medicaid will not pay more than the submitted charges on the claim, some hospice claims for procedure code T2046-SE, reprocessed due to the increased per diem rate, did not pay the increased rate. Therefore, hospice providers will need to initiate an adjustment for claims paid between March 1, 2020 and the April 17th checkwrite.

The billed amount on the adjusted claims must include the \$20 per diem increase. Either the original claim or the adjusted claim, processed by DXC, can be used to initiate the adjustment. If you have any further questions, you may contact a DXC Provider Representative for assistance at 1-855-523-9170 then the seven-digit extension below.

DXC Technology Provider Representatives

Aleetra Adair-Smith	Ext. 1121064
Lauryn Morgan	Ext. 1121048
Gayle Simpson-Jones	Ext. 1121065
Emily Cook	Ext. 1121047
Suzi Taylor	Ext. 1121110
BreAnna Hall	Ext. 1121153
Krysta Cook	Ext. 1121058
Jacquelyn Thomas	Ext. 1121077
Tori Nix, Supervisor	(334) 215-4247

Please contact Robin Arrington at (334) 353-4754 or Robin.Arrington@medicaid.alabama.gov only if DXC cannot resolve your billing issues.