



Provider News & Resources

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Public Health Emergency (PHE) Ending May 11, 2023

Health and Human Services Secretary Xavier Becerra has [formally ended the Public Health Emergency \(PHE\)](#). The end date is May 11, 2023.

Visit the [Public Health Emergency Planning web page](#) for more information.

Revalidation Reminder

Providers are reminded of the requirement to submit revalidation applications according to their scheduled due date. Claims may be denied or suspended if revalidation has not been completed.

Visit the [Revalidation web page](#) and refer to the Provider Revalidation Dates Spreadsheet.

Resolved Known Issue: Claims Denying for Invalid Prior Authorization (PA)

Upcoming Holidays:

**Memorial Day -
Monday, May 29, 2023**

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



New Provider Web Portal URL:

**Claims Processing and Provider Services Call Center
Unavailable Friday, March 24, 2023**

The [Provider Web Portal](#) will be unavailable and the [Provider Services Call Center](#) will be closed due to infrastructure changes beginning Friday, March 24, 2023, and will resume on Monday, March 27, 2023. **Note:** Providers are reminded that eligibility will still be available on Friday, March 24, 2023.

Providers who utilize the Provider Web Portal may submit claims before 5:00 p.m. MT on Thursday, March 23, 2023. Claims submitted after this time will be on the following week's remittance cycle.

Providers who utilize a billing agent or a clearinghouse may submit claims for the week one day early. Batch claims that are not processed before 5:00 p.m. MT on Thursday, March 23, 2023, will be on the following week's remittance cycle.

How to Prepare

- Submit any claims before 5:00 p.m. MT on Thursday, March 23, 2023.
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- Complete any eligibility verifications before 5:00 p.m. MT on Friday, March 24, 2023.
- Bookmark the [New Provider Web Portal URL](#) now for use beginning Monday, March 27, 2023.

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

Kepro® - ColoradoPAR Annual Provider Satisfaction Survey

The [Kepro - ColoradoPAR Annual Provider Satisfaction Survey](#) opened March 6, 2023, and will remain available until April 17, 2023. The survey is an opportunity for providers who work with Kepro or use the Atrezzo® provider portal to provide feedback regarding Kepro services in processing prior authorization requests (PARs), customer service and timeliness.

A link will also be within the email signature of HCPF_UM@state.co.us and coproviderissue@kepro.com and on the [ColoradoPAR web page](#).

Contact [Kepro Customer Service](#) or send an email to coproviderissue@kepro.com with any questions regarding PARs or the Atrezzo system.

Dental Providers:

Dental Rate Updates for New HCPCS Effective January 1, 2023

On January 1, 2023, the annual 2023 Healthcare Common Procedure Coding System (HCPCS) was implemented with deletions, changes and additions effective for dates of service on or after January 1, 2023. New dental codes effective January 1, 2023, have been retroactively implemented to coincide with these updates.

Claims billed with a dental HCPCS 2023 procedure code will suspend for EOB 0000 - "This claim/service is pending for program review" until the updates are completed in the Colorado interChange. Claims will be released once the rates are loaded.

Code descriptions are not contained in this bulletin. The descriptions are copyrighted by the American Medical Association (AMA). Providers should reference the 2023 HCPCS and Current Procedural Terminology (CPT) coding manuals for procedure code descriptions.

These coding manuals may be purchased through the AMA and publishers such as OptumInsight.

New Procedure Codes

D0372	D0373	D0374	D0387	D0388
D0389	D0801	D0802	D0803	D0804
D1781	D1782	D1783	D4286	D6105
D6106	D6107	D6197	D7509	D7956
D7957				

Primary Care, Obstetrics and Gynecology, Substance Use Disorder, Behavioral Health Providers:

Integrated Behavioral Health Care Grant Application Opens March 22, 2023

The Integrated Care Grant Program's Request for Applications (RFA) will open on March 22, 2023. [House Bill \(HB\) 22-1302](#) was passed in May 2022 with the goal of supporting, improving and expanding integrated behavioral health services in Colorado. The legislation appropriated \$31 million toward this task with a majority of these funds going directly to providers to expand access to integrated behavioral health services.

Funding for physical and behavioral health care providers is being offered through this grant program. These providers will expand access to care and treatment for mental health and substance use disorders using an evidence-based integrated care model. Visit the [Integrated Care Grant web page](#) for more information. The application will be live on the [ARPA Grants Opportunity web page](#).

Contact hcpf_integratedcare@state.co.us with any questions.

Prior Authorization Requests with Private Duty Nursing Services

A temporary administrative approval process for Private Duty Nursing (PDN) Prior Authorization Requests (PARs) was initiated in October 2022.

This administrative approval process will be ending, and PARs will be required for dates of service of April 3, 2023, and later for the following codes:

0550	PDN Licensed Practical Nurse (LPN)
0552	PDN Registered Nurse (RN)
0580	PDN RN (group per member)
0581	PDN LPN (group per member)
0582	Blended Group rate (per member)

Recently Updated Billing Manuals

- [Appendix X - HCPCS and NDC Crosswalk for Billing Physician-Administered Drugs](#)

Visit the [Billing Manuals web page](#) to locate all published manuals.

Resolved Issues

Resolved 3/10/23:

Claims Denying for Invalid Prior Authorization (PA)

Some claims submitted from 3/8/23 through 3/10/23 may have denied in error. Any providers who used the ColoradoPAR program, excluding Home and Community-Based Services (HCBS) providers, are encouraged to resubmit claims if the provider received PA-related denials and believes the claims have a valid PA.

Affected claims were reprocessed on 3/14/23.

Issue resolved 3/10/23
