



Provider News & Resources

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Featured Resources:

[May 2023 Provider Bulletin
\(B2300494\)](#)

Upcoming Holidays:

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

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

Did You Know?

Verifying Member Eligibility

Providers must not rely solely on the member to provide eligibility information but must verify through batch submissions or the [Provider Web Portal](#).

Providers are responsible for verifying eligibility within 365 days of the date of service to ensure the claim can be submitted within the timely filing guidelines. Providers are responsible for using any means necessary to determine coverage.

Providers may not bill the members if they did not determine eligibility within 365 days of the date of service.

Public Health Emergency (PHE) Unwind Resources

Materials to help Health First Colorado and Child Health Plan Plus (CHP+) members prepare for the return to normal renewal processes have been developed with stakeholders and partners over the past year. Toolkits with downloadable flyers and messaging can be found on the [Public Health Emergency Planning web page](#).

[Frequently Asked Questions](#) about the PHE Unwind have been updated and will be expanded over the coming months. The [Public Health Emergency Planning web page](#) also includes a link to sign up for a monthly [PHE Planning newsletter](#).

A [Health First Colorado Renewals web page](#) for members with frequently asked questions has been created. This page is available in [English](#) and [Spanish](#).

Providers can help by [downloading and hanging flyers](#) in public areas and at reception desks to raise awareness that members will need to take action to renew their Health First Colorado or CHP+ coverage. Providers can also [download and hang this flyer](#) to help people who no longer qualify for Health First Colorado learn about options for other health coverage.

Scammer Alert

Scammers are targeting Health First Colorado and CHP+ members through text messages and phone calls. Members are being told that they must pay to keep or renew their health coverage.

Members or applicants are ***never*** asked for money, bank account or credit card information, social security numbers or any other financial information through text or over the phone. Help spread the word and report any suspected scam activity to the [Attorney General Consumer Protection Unit](#).

Partner Webinars

Quarterly informational sessions about the end of the Continuous Coverage Requirement and the COVID-19 PHE are being hosted. These webinars are geared toward community partners such as advocacy organizations, providers, and community organizations who may provide other assistance to Health First Colorado or CHP+ members (housing, social services, etc.).

Upcoming Webinar Information

When: July 26, 2023, 1:00 p.m. to 2:30 p.m. MT

Register in advance for this webinar: [Zoom Registration](#)

A confirmation email containing information about joining the webinar will be received after registering.

Visit the [COVID-19 PHE Planning web page](#) for the latest information on returning to normal renewal processes and other communication resources.

Recently Updated Billing Manuals

- [Appendix X - HCPCS and NDC Crosswalk for Billing Physician-Administered Drugs](#)
- [Family Planning Benefit Expansion for Special Populations](#)
- [General Provider Information](#)

Home and Community Based Services (HCBS)

- [Adult - BI, CMHS, and EBD](#)
- [Complementary and Integrative Health \(CIH\)](#)
- [Persons with Intellectual and/or Developmental Disabilities Waiver Programs](#)

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

Known Issues

Durable Medical Equipment (DME) Supply Claims Suspending Explanation of Benefits (EOB) 2861

Claims for procedure codes E0274, E0370, E0565, E0785, E0786, E0850, E0856, E0930, E0936, E0958, E0959, E0967, E0968, E0969, E0970, E0980, E0983, E0984, E0986, E0988 are suspending for Explanation of Benefits (EOB) 2861 - "No Rate on File for the Date(s) of Service".

A resolution to this issue is in process.

Resolved Issues

Resolved 04/26/23:

Durable Medical Equipment (DME) Supply Claims Paying at Incorrect Rate

Some DME claims with procedure code E2512 were paying at the incorrect rate of \$501.57. The correct rate is \$4,465.18.

DME claims with procedure code A9274 and U1 modifier were paying at a set rate. This code should be manually priced when the U1 modifier is used.

Affected claims were reprocessed 4/28/23.

Issue resolved 4/26/23.

Resolved 04/26/23:

**Some Adult Long Term Home Health Claims
Denying for Prior Authorization**

Some Home Health Claims may have denied due to no Prior Authorization (PA) being found as some PAs have not yet been loaded into the Colorado interChange.

Affected claims will be reprocessed.

Issue resolved 4/26/23.
