



# Accounting Fact Sheet

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October 2020

## Contacts for Accounts Receivable (AR) Balance

Contact the Provider Services Call Center at 1 (844) 235-2387 (toll-free) for information related to AR balances.

## Steps to take when the AR balance is paid in full (there is a canceled check) but a balance still appears on the remittance advice (RA)

Allow 30 days for processing.

If the AR balance remains after that period, please call the Provider Services Call Center at 1 (844) 235-2387 and provide the following information to expedite the request:

- Billing Provider Number
- Billing Provider Name
- Billing Provider Address
- Contact Name
- Contact Telephone Number
- Contact Email Address
- Check Account Name
- Check Number
- Check Date
- Check Amount

If possible, RA date in which receivable was established.

## Refunds

Checks for payment should be made out to Colorado Department of Health Care Policy & Financing and mailed to:

Gainwell Technologies\*  
P.O. Box 30  
Denver, CO 80201

*\*formerly DXC Technology*



However, it is highly recommended to submit electronically which will automatically set up an AR balance.

When submitting a paper check, the Refund to Health First Colorado or Returned Warrant form must be attached.

Each form should only contain the criteria for one claim and the required fields must be filled out on the form.

### **Providers requiring Electronic Funds Transfer (EFT)**

The Department requires EFT for the following:

- All in-state and border provider groups, clinics, and facilities
- Individual providers who are not affiliated with a group, excluding Physician Assistants and Non-Physician Practitioners (RNs)

### **EFT Setup**

Once the update is submitted via the enrollment portal, a specialist will review the submission.

Once the update has been processed by DXC, an additional two weeks is needed to establish EFT.

Paper checks will be sent until EFT has been established.

Each time bank information changes, a new EFT document must be submitted. Processing EFT information takes about a month. While EFT information is in process, providers will receive paper checks (warrants).

### **Steps to take when a check payment is not received or needs to be reissued**

If it has been 30 days since the date of the payment, verify with your bank to ensure the check was not cashed. If not, please call the Provider Services Call Center at 1 (844) 235-2387 (toll-free) to see if the check has been cashed.



If the Provider Services Call Center has determined the check has not been cashed, please fill out the Affidavit of Lost Warrant form and mail to:

Department of Health Care Policy and Financing Accounting Department  
1570 Grant Street  
Denver, CO 80203-1714

Ask the customer service representative for the warrant number for your reference. Once the signed affidavit is returned, the accounting team will cancel the lost check and reissue in the Colorado interChange system.

Checks may have been returned to the Department's fiscal agent. Providers must update information through the Provider Web Portal.

### **Obtaining a copy of a cashed check**

The following is the charge per warrant requested:

Warrant Date Prior to July 1, 2003 - \$9.00 per warrant requested  
Warrant Date After June 30, 2003 - \$1.00 per warrant requested

Make checks payable to the Department of Health Care Policy and Financing and mail to:  
Department of Health Care Policy and Financing  
Accounting Department 1570 Grant Street  
Denver, CO 80203-1714

Both the request and check may be mailed to the address above. Include the following details with the request:

- Billing Provider Number
- Billing Provider Name
- Billing Provider Address
- Contact Name
- Contact Telephone Number
- Contact Email Address
- Warrant Number
- Warrant Date
- Warrant Amount

Multiple warrants on one request are acceptable but please include all warrant information for each warrant being requested.

