



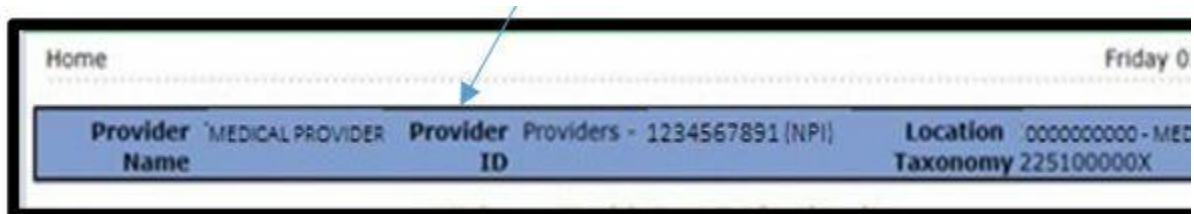
Dear Provider,

An additional verification will soon be required when a provider contacts the [Provider Services Call Center](#). The fiscal agent is now asking for the caller to provide an 8- to 10-digit Health First Colorado (Colorado's Medicaid program) ID and the National Provider Identification (NPI) (if applicable) to release Health Insurance Portability and Accountability Act (HIPAA) protected information.

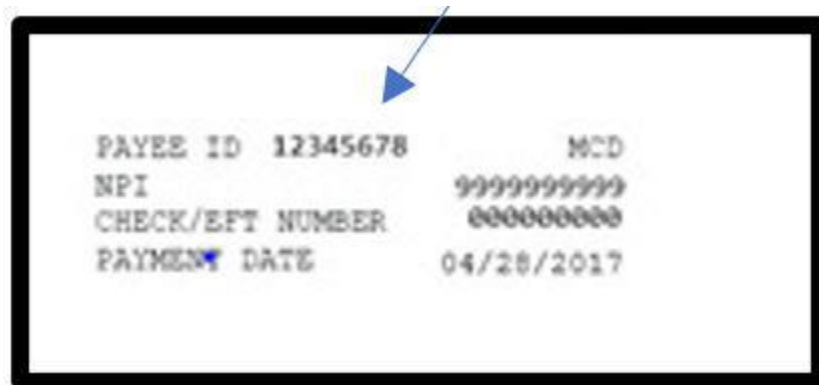
Providers whose enrollment types or specialties do not require an NPI may authenticate using their Health First Colorado ID only. If the caller is a submitter or trading partner calling for electronic data interchange (EDI) support, the term "EDI" can be used in order to be directed into the correct queue. Once connected to an agent, the Trading Partner ID (TPID) will be required for authentication.

The Health First Colorado ID is displayed in the following locations:

- The welcome letter received when the provider enrolled.
- The blue banner on the home page in the [Provider Web Portal](#).



- The Remittance Advice (RA) in the Payee ID field.
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Providers that use a third-party vendor or billing agency to check claim status or to verify eligibility or provider enrollment information must ensure the vendor is given both the NPI and the Health First Colorado ID.

Resources

Visit the [Provider Web Portal Administrative Password Reset Process web page](#) to make changes on the administrative account.

Refer to the [Delegates - Provider Web Portal Quick Guide](#) to remove a delegate.

Refer to the [Provider Maintenance - Provider Web Portal Quick Guide](#) to update contact information.

Refer to the article "Keep Information Current on Administrative Accounts in the Provider Web Portal" published in the [October 10, 2022, Provider News & Resources newsletter](#).
