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Did You Know?

When submitting claims on the Provider Web Portal, a maximum of 5 MB is allowed for "Attachments" under "File Transfer." If an attachment larger than 5 MB is uploaded, the user will receive an error message after submitting the claim.

All Providers

Reminder to Update Contact Information for Member Search

Member search tools, including the provider directory, have improved the accuracy of information provided to members, which makes it more important for providers to keep their contact information updated via the [Provider Web Portal](#). Updates made via the Web Portal will usually be reflected on the Department's website in 48 hours and on the *PEAKHealth* mobile app in 10-14 days.

Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+) members have multiple ways to find a provider via the Find a Doctor tools found on the [Department of Health Care Policy & Financing \(the Department's\) website](#), the [Health First Colorado website](#) and the [PEAKHealth mobile app](#). The data in these heavily-used search tools includes provider contact information, demographics, services offered and open panel status.

Incorrect data in the provider search can be corrected by performing a data maintenance update in the provider profile area of the Provider Web Portal. For more details on updating information, refer to the Provider Maintenance Provider Web Portal Quick Guide, located on the [Quick Guides web page](#).

Upcoming Colorado interChange Update – ClaimsXten™ Claims Editing Solution

The Colorado interChange is being updated with a claims editing solution in accordance with [Senate Bill \(SB\) 18-266](#), which requires the Department to implement new initiatives intended to help control Health First Colorado's costs and ensure appropriate claims payment. The Department and DXC Technology (DXC) are working with Change Healthcare to implement the ClaimsXten™ tool.

Professional and Outpatient claims received in Colorado interChange will automatically process through ClaimsXten™ to apply additional editing based on State and Federal policies. This additional editing tool will help to identify inappropriate bill coding and reduce potential overpayments.

- The following claims and providers services are excluded:
 - Professional and Outpatient Crossover claims
 - Home and Community Based Service (HCBS Waiver)
 - Hospital - General, Community Clinic *and* Type Of Bill (TOB) 13X claims



Hospitals

The [Ensuring Appropriate Claims Payment project](#) is anticipated to begin in late Fall 2020. The project has two components:

- Implementing the new ClaimsXten™ tool
- Improving the existing 3M Enhanced Ambulatory Patient Grouping (EAPG) solution to improve payment accuracy

An informational webinar will be available prior to the system change. All providers are encouraged to attend the webinar for information regarding ClaimsXten™ and the upcoming improvements to the 3M EAPG solution.

Provider training sessions will also be announced soon. These sessions will be conducted by DXC and will provide technical guidance.

Providers are encouraged to visit the [Ensuring Appropriate Claims Payment web page](#) for information on upcoming trainings, FAQs and other updates.

Contact HCPF_ClaimXten@state.co.us with questions and comments. More information will be provided in future communications.

This article has been updated since its original publication.

Home & Community-Based Services (HCBS) Providers

Children's Habilitation Residential Program (CHRP) Training

Current CHRP providers and those interested in becoming CHRP providers are invited to attend an online training on the HCBS CHRP waiver. Waiver and regulatory requirements, best practices and provider

enrollment will be discussed. The training will be Monday, August 24, 2020, at 10:00 a.m. - 12:00 p.m. MT. Please [register online](#) in advance.

Contact Kathleen Homan at Kathleen.Homan@state.co.us or 303-866-5749 for more information.

Hospital Providers

General Updates

Inpatient Hospital Providers

All Patients Refined Diagnosis Related Groups (APR-DRG) Rate Update

The State FY 2020-21 Long Bill ([HB20-1360](#)) was signed by Governor Polis on June 22, 2020, which approved a 1% rate decrease to the All Patients Refined Diagnosis Related Groups (APR-DRG) payment rates. As of June 29, 2020, the updated rates have been posted, alongside appeal rights, to the [Inpatient Hospital Payment web page](#) for their 30-day review. The implementation of these rates is pending approval from the Centers for Medicare & Medicaid Services (CMS) with a mass adjustment to follow.



Contact Diana Lambe at Diana.Lambe@state.co.us for further information or questions.

Inpatient Hospital Per Diem Reimbursement

Department Staff Update

Elizabeth Quaife has resigned from the Department, effective June 11, 2020. Contact Andrew Abalos at Andrew.Abalos@state.co.us with questions or concerns.

All Hospital Providers

Bi-Monthly Hospital Stakeholder Engagement Meetings

The Department will continue to host bi-monthly Hospital Engagement meetings to discuss current issues regarding payment reform and operational processing. The next meeting is scheduled for **Friday, September 11, 2020, and will be hosted virtually.** Visit the [Hospital Engagement Meeting web page](#) for more details. **Calendar Year 2020 meetings have been posted.**

[Sign up to receive the Hospital Stakeholder Engagement Meeting newsletters.](#)



Visit the [Hospital Engagement Meeting web page](#) for more details, meeting schedules and past meeting materials.

Contact Andrew Abalos at Andrew.Abalos@state.co.us with any questions or topics to be discussed at future meetings. Advance notice will provide the Rates team time to bring additional Department personnel to the meetings to address different concerns.

Outpatient Hospital Providers

Outpatient Hospital Enhanced Ambulatory Patient Grouper (EAPG) Rate Update

The State Fiscal Year 2020-21 Long Bill ([HB20-1360](#)) was signed by Governor Polis on June 22, 2020, which approved a 1% rate decrease to EAPG payment rates. As of July 9, 2020, the updated rates have been

posted, alongside appeal rights, to the [Outpatient Hospital Payment web page](#) for their 30-day review. The implementation of these rates is pending approval from CMS with a mass adjustment to follow.

Contact Andrew Abalos at Andrew.Abalos@state.co.us with questions or concerns.

Specialty Hospital Providers

Per Diem Rate Update

The State Fiscal Year 2020-21 Long Bill ([HB20-1360](#)) was signed by Governor Polis on June 22, 2020, which approved a 1% rate decrease to per diem payment rates. As of July 17, 2020, the updated rates have been posted for rehabilitation, long-term acute care, spine/brain injury treatment and mental health hospitals, alongside appeal rights, to the [Inpatient Hospital Per Diem Reimbursement Group web page](#) for their 30-day review. The implementation of these rates is pending approval from CMS, with a mass adjustment to follow.

Contact Andrew Abalos at Andrew.Abalos@state.co.us with questions or concerns.

Hospital-Based Rural Health Clinics (RHCs)

RHC Reconciliations

Due to COVID-19, the hospital-based RHC reconciliation takebacks for calendar year 2015 and 2016 rates were postponed. The Department will be performing these reconciliations in the near future. Impacted providers will be contacted before these reconciliations are processed.

This only impacts hospital-based RHCs whose 2015 or 2016 final audited rate was lower than their interim rate.

Contact Erin Johnson at ErinK.Johnson@state.co.us with questions or concerns.

Laboratory, Physician Services and Hospital Providers

Replacement of Current Procedural Terminology (CPT) Codes with Healthcare Common Procedure Coding System (HCPCS) Codes

Effective August 1, 2020, the Department will begin reviewing the public comments received regarding the closing of CPT codes 80320-80377 and the opening of HCPCS codes G0480-G0483.

Providers are reminded to continue using CPT codes 80320-80377 until further notice. Updates will be provided via future provider bulletins.

Contact Justen Adams at Justen.Adams@state.co.us for more information.

Nursing Facilities

Nursing Facility Fiscal Year 2020-2021 Rate Updates

Nursing Facility rates have been finalized effective July 1, 2020 - June 30, 2021. All facility rates have been loaded in the Colorado interChange and reimbursement should reflect updated rates for all claims billed for dates of service on or after July 1, 2020.

Hospice providers billing for Revenue Code 0659 are impacted by the Nursing Facility rate updates. The rates have been implemented and reimbursement for services should reflect the updated rates for all claims billed for dates of service on or after July 1, 2020.

The Skilled Nursing Facility and Hospice Room and Board fee schedule, effective July 1, 2020 - June 30, 2021, has been posted on the [Provider Rates and Fee Schedule web page](#) under the Skilled Nursing Facility drop-down section. The fee schedule includes:

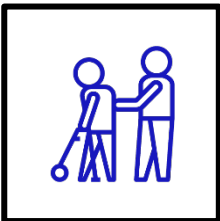
- Skilled Nursing Facility (SNF) National Provider Identifier (NPI) ID
- Skilled Nursing Facility (SNF) Name
- SNF Rate
- Hospice Room and Board (R&B) Rate
- Rate Begin and End Dates

Contact Victoria Martinez at Victoria.L.Martinez@state.co.us with questions regarding rates. Contact Alex Koloskus at Alexandra.Koloskus@state.co.us with questions regarding policy.

Outpatient, Physical and Occupational Therapy Providers

48-Unit Benefit Limit in Provider Web Portal

Providers are reminded that members may receive up to 48 units of any combination of physical therapy/occupational therapy (PT/OT) services per rolling 12-month period before a Prior Authorization Request (PAR) is required. Evaluation and orthotic services are not included in this limit. This equates to roughly 12 hours of therapy services (each unit of service being equal to 15 minutes). This unit limit will be automatically enforced by the Colorado interChange by denying claims that exceed the limit.



The Provider Web Portal will display the number of outpatient PT/OT units a member has used in the past 12 months; however, the accuracy of the Web Portal is limited by the timeliness of submitted claims. It should not be relied upon to inform the provider of an absolute number of remaining units. Providers are advised to always seek a PAR at the beginning of a member's therapy if it is anticipated the member will require more than 48 units of service in a 12-month period.

Beginning September 1, 2020, providers will not be granted a retroactive PAR based on the unit count displayed in the Provider Web Portal.

Contact Alex Weichselbaum at Alex.Weichselbaum@state.co.us with questions.

Pharmacy Providers

Pharmacist-Administered Flu Vaccine for the 2020-2021 Flu Season

Beginning in mid-August of 2020, Health First Colorado members aged 19 years and over will be eligible to receive influenza vaccinations by an enrolled pharmacist at a Health First Colorado-enrolled pharmacy. Claims must be billed through the medical benefit.

For more information specific to pharmacist enrollment, visit the [Pharmacist Enrollment: Over-the-Counter and Immunizations web page](#). This page will be updated with the effective date of the new policy.

Refer to the [Immunization Benefits Billing Manual](#) for billing instructions and details.

Procedure Code	Service Description	Product	Age From	Notes
90662	IIV3 HD vaccine IM	Fluzone High Dose Quadrivalent	65+	Vaccine
90672	LAIV4 vaccine intranasal	FluMist Quadrivalent	19 - 49	Vaccine
90674	CCIIV4 vaccine no preservative 0.5 ML IM	Flucelvax Quadrivalent PF	19+	Vaccine
90682	RIV4 vaccine for IM	Flublok Quadrivalent PF	19+	Vaccine
90686	LIV4 vaccine no preservative 0.5 ml IM	Fluarix Quadrivalent PF Flulaval Quadrivalent PF Fluzone Quadrivalent PF Afluria Quadrivalent PF	19+	Vaccine
90688	LIV4 vaccine split 0.5 ml IM	Flulaval Quadrivalent (multi dose) Fluzone Quadrivalent (multi dose) Afluria Quadrivalent (multi dose)	19+	Vaccine
90756	CCIIV4 vaccine IM	Flucelvax Quadrivalent (multi dose)	19+	Vaccine
90471	Immunization administration			Administration
90472	Immunization administration			Administration
90473	Immunization administration oral/nasal			Administration
90474	Immunization administration			Administration

Rates for the Current Procedural Terminology (CPT) and J Codes can be found on the [Provider Rates & Fee Schedule web page](#) under the Immunization Rate Schedule drop-down section.

Immunizations and injections are billed on a CMS 1500 Professional Claim Form.

Contact the [Provider Services Call Center](#) at 1-844-235-2387 for claims assistance.

Contact Kristina Gould at Kristina.Gould@state.co.us with policy questions.

Providers Who Bill for Members with Old Age Pension (OAP)

Regulatory Review of OAP Health and Medical Program Rules

The OAP Health and Medical Program rules will be reviewed in accordance with Executive Order D 2012-002. All comments or suggested updates on the current OAP rules are welcome, as provider feedback ensures the rules are effective, efficient and essential.

The current OAP rules can be found on [Colorado's Secretary of State website, at 10 CCR 2505-10 8.940](#). Information about the Department's Regulatory Review process can be found on the [Regulatory Efficiency Review web page](#).



Contact Taryn Graf at Taryn.Graf@state.co.us with comments and suggestions for the OAP rules no later than August 31, 2020.

Provider Billing Training Sessions

August and September 2020 Provider Billing Webinar-Only Training Sessions

Providers are invited to participate in training sessions for an overview of Health First Colorado billing instructions and procedures. The current and following months' workshop calendars are shown below.

Who Should Attend?

Staff who submit claims, are new to billing Health First Colorado services, or need a billing refresher course should consider attending one or more of the following provider training sessions.

The UB-04 and CMS 1500 training sessions provide high-level overviews of claim submission, prior authorizations, navigating the [Department's website](#), using the [Provider Web Portal](#), and more. For a preview of the training materials used in these sessions, refer to the Beginner Billing Training: Professional Claims (CMS 1500) and Beginner Billing Training: Institutional Claims (UB-04) available on the [Provider Training web page](#) under the Billing Training - Schedule and Signup drop-down section.

Specialty training sessions provide more training for that particular provider specialty group. Providers are advised to attend a UB-04 or CMS 1500 training session prior to attending a specialty training. For a preview of the training materials used for specialty sessions, visit the [Provider Training web page](#) and open the Billing Training - Schedule and Signup drop-down section.

For more training materials on navigating the Provider Web Portal, refer to the Provider Web Portal Quick Guides available on the [Quick Guides web page](#).

Note: Trainings may end prior to 11:30 a.m. MT. Time has been allotted for questions at the end of each session.

August 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13 Beginner Billing Training: Professional Claims (CMS 1500) 9:00 a.m. - 11:30 a.m. MT	14	15
16	17	18	19	20	21	22
23	24	25	26	27 Beginner Billing Training: Institutional Claims (UB-04) 9:00 a.m. - 11:30 a.m. MT	28	29
30	31					

September 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10 Beginner Billing Training: Professional Claims (CMS 1500) 9:00 a.m. - 11:30 a.m. MT	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Beginner Billing Training: Institutional Claims (UB-04) 9:00 a.m. - 11:30 a.m. MT	25	26
27	28	29	30			

Live Webinar Registration

Register for a live webinar by clicking the title of the desired training session in the calendar above and completing the webinar registration form. An automated response will confirm the reservation. For questions or issues regarding webinar registration, email co.training@dxc.com with the subject line "Webinar Help." Include a description of the issue being experienced, name and contact information (email address and phone number), and the name and date of the webinar(s) to be attended. Allow up to 2-3 business days to receive a response.

Upcoming Holidays

Holiday	Closed Offices/Offices Open for Business
Labor Day Monday, September 7	State Offices, DentaQuest, DXC and the ColoradoPAR Program will be closed. The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks.