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All Providers

Did You Know?

Providers can request a backdate on the application during the process of enrollment in the “Requesting Enrollment Effective Date” field. A backdate request does not need to be sent after the enrollment process.

If a member was seen prior to the date of the application, an earlier date can be requested before submitting the new application.

Refer to [the Provider Enrollment Portal Quick Guide: Backdating a New Enrollment Application](#) located on the [Quick Guides web page](#) under the Provider Enrollment Portal Quick Guides section for additional information.

Durable Medical Equipment

Prosthetics, Orthotics and

Supplies (DMEPOS)

Clarification of Hospice Rules Regarding DMEPOS

The hospice provider is responsible for paying for medications, durable medical equipment, and medical supplies needed for the palliation and management of the member’s terminal illness. DMEPOS is only reimbursable outside of the hospice per-diem payment when it is provided for the treatment of an illness or injury not related to the member’s terminal condition for which hospice care is elected.

DMEPOS claims billed related to the member's hospice diagnosis during active enrollment as a hospice patient are subject to recovery as they are inclusive in hospice services. Claims which are found to be inconsistent with these policies are subject to recovery. If a provider believes they have violated these policies, they may contact the Department's Program Integrity unit to begin the process of self-disclosure. Visit the [Provider Self-Disclosure web page](#) for more information.

Effective December 1, 2021, Prior Authorization Requests (PARs) and/or claims for DMEPOS provided to members receiving hospice care and billed outside the hospice per-diem payment must have the modifier GW. Modifier GW signifies that the items are being billed in accordance with the Department of Health Care Policy and Financing's (the Department) hospice rules.

Specific rule citations:

- 10 C.C.R. 2505-10 8.550.4.B.7
- 10 C.C.R. 2505-10 8.550.4.D.3
- 10 C.C.R. 2505-10 8.550.8.D.22

Contact Haylee Rodgers at Haylee.Rodgers@state.co.us with DMEPOS questions.

Contact John Lentz at John.Lentz@state.co.us with Hospice questions.

Pharmacy and Supply Providers

Philips Respironics Sleep and Respiratory Care Device Recall Update

The Food and Drug Administration (FDA) recently updated its alert about a recall of certain Philips Respironics ventilators, bi-level positive airway pressure (also known as BiPAP), and continuous positive airway pressure machines (also known as CPAP).

Philips Respironics voluntarily issued a recall in late June for certain sleep and respiratory care devices due to a potential issue with the affected devices' foam material used to reduce sound. The affected devices are listed on the [FDAs website](#). The manufacturer and FDA advises consumers to visit the [Philips Respironics website](#) to check their unit's serial number.

If the device is affected, consumers need to register it online or by calling the manufacturer's support line at 877-907-7508. Philips Respironics also has [information](#) for providers to use when advising affected patients. Suppliers should reference the Department's replacement guidelines, specifically the [CPAP/BiPAP Replacement and Supplies](#) section.

Home Health Providers

Prior Authorization Request (PAR) Requirement Re-start Delay

[Prior authorization request \(PAR\) requirements were suspended](#) for Private Duty Nursing (PDN) and Pediatric Long-Term Home Health (PLTHH) on July 1, 2020, and the PAR requirement will resume through a phased in implementation beginning on November 1, 2021.

Effective November 1, 2021, providers will submit PARs to the new utilization management (UM) vendor, Keystone Peer Review Organization (Kepro), via the online PAR portal, Atrezzo. A phased-in approach of **ten months** has been agreed upon, so providers do not have to submit all PARs on November 1, 2021. Providers will be responsible for submitting **10 percent** of their PARs throughout the month for each phase of implementation, and providers will be responsible for deciding how to organize PAR submissions. The Department will be tracking progress based on the date the PAR was submitted to the UM vendor, not the date of the PAR determination.

- November 1-November 30, 2021- 10%
- December 1-December 31, 2021- 10%
- January 1-January 30, 2022- 10%
- February 1-February 28, 2022- 10%
- March 1-March 31, 2022- 10%
- April 1-April 30, 2022- 10%
- May 1-May 31, 2022- 10%
- June 1-June 30, 2022- 10%
- July 1-July 31, 2022- 10%
- August 1-August 30, 2022-10%



The following will continue:

- A 60-day administrative approval will be issued prior to any PAR denial going into effect. The 60-day administrative approval will begin from the start date of services on the denied PAR.
 - Please note: The member's appeal rights begin 60 days from the date of the PAR determination letter, not the date that the denial goes into effect.
- Continuation of benefits for any member appeal will be issued.
- Step down process for PDN denial resulting in a reduction of services by 30% or more will continue.
- Weekly reports will be sent to **Regional Accountable Entities (RAEs)** of any denials to allow for care coordination.

Note: While the UM vendor has changed, the policy for these two benefits remained unchanged. Providers are required to submit the Pediatric Assessment tool for [PLTHH](#) PARs, and the PDN Acuity Tool for [PDN](#) PARs, with all relevant, clinical documentation and information to support the Provider's scoring of the tool.

Provider Training



Recorded benefit-specific training sessions for PDN and PLTHH are available on the [Kepro Provider Training Information web page](#). Provider training information updates will be posted on the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#).

PDN and PLTHH providers are required by the Department to watch recorded Atrezzo provider portal training videos and PDN or PLTHH benefit-specific training prior to submitting a PAR for PDN or PLTHH services.

Providers Who Submit PARs to Kepro

For any manually priced code, providers are required to include an invoice at the time of PAR submission that matches what is being requested in the PAR.

Providers are reminded to access PAR timeframe information in the benefit specific [billing manual](#) as well as in Kepro's Provider Manual located on the [ColoradoPAR: Kepro provider Training Information web page](#).

Email the Utilization Management (UM) Team at hcpf_um@state.co.us to quickly resolve escalated PAR questions or concerns.

Inpatient Hospital Review Program (IHRP): Suspension Continues

The Inpatient Hospital Review Program (IHRP), which was suspended as of April 1, 2020, is still suspended and will resume no earlier than January 1, 2022. When IHRP is restarted in the future, it will be with the new Utilization Management (UM) Vendor, Keystone Peer Review Organization (Kepro), and the Department will ensure appropriate time for gathering Stakeholder and Provider feedback, planning, and training with the new UM Vendor prior to implementation. Any future information regarding the IHRP will be sent out via provider bulletins and posted on the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#).

Contact Kepro at (720) 689-6340 or coproviderissue@kepro.com with any questions regarding PARs. Email coproviderregistration@kepro.com for issues registering or accessing provider training.

Contact the Department at hcpf_UM@state.co.us with any escalated questions or concerns regarding PARs. For questions about specific Members and/or cases, please be sure to include the Case number and/or PAR number in the initial email.

Contact hcpf_benefitsupport@state.co.us with questions about policy and benefits.

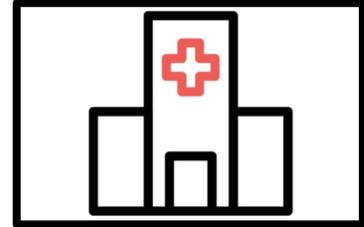
Hospital Providers

General Updates

All Hospital Providers

Fiscal Year 21-22 Hospital Rates Approved

Fiscal Year 21-22 Hospital Rates were approved by the Centers for Medicare & Medicaid Services (CMS). Updated rates are currently being added to the claims system and reprocessing of all claims with should be done by early November 2021. For further information regarding these rate updates, please contact the following individuals:



- For hospitals paid through the All Patients Refined Diagnosis Related Groups (APR-DRG), contact Diana Lambe at Diana.Lambe@state.co.us.
- For hospitals paid through the Enhanced Ambulatory Patient Grouping (EAPG) system, contact Andrew Abalos at Andrew.Abalos@state.co.us.
- For long-term acute care, rehabilitation, and spine/brain injury treatment hospitals paid through per diem rates, contact Jonathan Rempfer at Jonathan.Rempfer@state.co.us.

Hospital Stakeholder Engagement Meetings

Bi-monthly Hospital Engagement meetings will continue to be hosted to discuss current issues regarding payment reform and operational processing. [Sign up to receive the Hospital Stakeholder Engagement Meeting newsletters.](#)

- The All-Hospital Engagement meeting is scheduled for [Friday, November 5, 2021, from 9:00 a.m. - 12:00 p.m. MT.](#) and will be hosted virtually.

Visit the [Hospital Stakeholder Engagement Meeting web page](#) for more details, meeting schedules and past meeting materials. **Calendar Year 2021 meetings have been posted.**

Outpatient Hospital Drug Re-weight Implementation

The Colorado interChange has been updated for the drug re-weight project impacting outpatient hospital payment using the Enhanced Ambulatory Patient Grouping (EAPG) methodology. The effective date of this payment policy applies to outpatient hospital claims beginning on or after June 1, 2020. Adjustments for impacted claims will be completed during the first few weeks of October 2021.

For information regarding the drug re-weight project, please see the meeting notes contained on the [Hospital Stakeholder Engagement Meeting web page](#). Please contact Andrew Abalos at Andrew.Abalos@state.co.us and Tyler Samora at Tyler.Samora@state.co.us for any questions regarding this payment policy or the adjustment status for any impacted claims.

Rural Health Clinics

Bi-monthly Rural Health Clinic Engagement meetings will continue to be hosted to discuss current issues regarding payment reform and operational processing.

- The next Rural Health Clinic Engagement meeting is scheduled for [Thursday, November 4, 2021, from 12:30 p.m. to 1:30 p.m. MT.](#) and will be hosted virtually on Zoom.

Visit the [Rural Health Clinic Engagement Meeting web page](#) for more details, meeting schedules and past meeting materials. **Calendar Year 2021 meetings have been posted.**

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

Immunization Providers

2021 Flu Vaccine Code Update

Effective September 20, 2020, CPT codes 90662 and 90694 were updated to add places of service, rendering provider types and billing provider types such as Clinic, Rural Health Clinic and Indian Health Services.

Effective August 1, 2021 procedure code 90685 was updated to allow administration in the pharmacy for members 19 years or older. The age range was also extended to 6 months of age.

Effective August 1, 2021 procedure code 90756 lowered the age range to age 2.

Effective August 1, 2021 procedure code 90672 lowered the age range to age 2.

All affected claims were reprocessed.

Contact Christina Winship at Christina.Winship@state.co.us with any questions.



Licensed Behavioral Health Clinicians and Licensed Psychologists

License Prefix Change for Licensed Addiction Counselors

Colorado Department of Regulatory Agencies (DORA) has changed the prefix on the Licensed Addiction Counselor (LAC) license to 'ACD'. The license type is still a Licensed Addiction Counselor, but the license number prefix is now 'ACD'. As a result, these providers must update their license information via the [Provider Web Portal](#).



Providers will need to submit a maintenance/change request to amend the license information by entering the ACD license which replaces the LAC license on the license panel. A copy of the current license must also be attached to the maintenance/change request. Visit the [Provider Maintenance - License Update Provider Web Portal Quick Guide web page](#) for more information on updating a license.

Contact the [Provider Services Call Center](#) with any questions regarding updating the license.

Pharmacists

House Bill (HB) 21-1275 Implementation

[HB 21-1275](#) expands covered pharmacist services to include billing and administration of certain long-acting injectables for mental health and substance use disorder, statewide protocols and collaborative practice agreements. The required request for federal approval to implement this bill was submitted to the Centers for Medicare & Medicaid Services (CMS). CMS has up to 90 days to review the submission and their approval is required before implementation of the various parts of the bill may begin. An effective date of September 2021 was requested, but that is subject to CMS' review and approval.

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

Physician-Administered Drugs (PADs) Providers

Prior Authorization Update

A select number of physician-administered drugs (PADs), listed below, will be subject to prior authorization (PA) requirements, no earlier than **January 1, 2022**. When a specific implementation date is known, the Department will allot an appropriate amount of resources and time for proper messaging and training.

After implementation, providers should ensure that any Health First Colorado member due to receive any of the following PADs have an approved prior authorization (PA) on file prior to administration.

Drug Class	HCPCS	Drug Name
Bone Resorption Inhibitor Agents	J0897	Prolia
		Xgeva
Immune Globulin Agents	J1459	Privigen

Drug Class	HCPCS	Drug Name
	J1556	Bivigam
	J1557	Gammalex
	J1561	Gammaked
		Gamunex
		Gamunex-C
	J1566	Gammagard S/D
	J1568	Octagam 5%, 10%
	J1569	Gammagard Liquid
	J1572	Flebogamma DIF
	J1599	Asceniv
Panzyga		
Monoclonal Antibody Agents	J0517	Fasenra
	J1300	Soliris
	J1745	Remicade
	J2182	Nucala
	J2357	Xolair
	J2786	Cinqair
	J3380	Entyvio
Multiple Sclerosis Agents	J2323	Tysabri
	J2350	Ocrevus
Neuromuscular Agents	J0585	Botox
	J0586	Dysport
	J0587	Myobloc
	J0588	Xeomin

All PAD PA procedures and clinical criteria will be found on Appendix Y: Physician Administered Drug Medical Benefit Prior Authorization Procedures and Criteria when a specific date of implementation is available.

Keystone Peer Review Organization (Kepro) will offer various training sessions to providers within the coming months. Additional information will be sent via email, newsletters and monthly provider bulletins and posted to the [ColoradoPAR: Health First Colorado Prior Authorization Request Program](#) and [Physician Administered Drug Provider Resources](#) web page.

All other PAD questions can be directed to HCPF_PAD@state.co.us.

Transportation Providers

New Non-Emergent Medical Transportation (NEMT) Out-of-State Request Form

Providers are reminded to use the new [Non-Emergent Medical Transportation \(NEMT\) Out-of-State Request Form](#) when requesting out-of-state NEMT. Only the form with the October 2021 revision date will be accepted.

NEMT Air Ambulance Claims

NEMT providers are reminded that all non-emergent air ambulance claims (procedure codes A0430 and A0431) must be prior authorized by the Department and the Department's contracted NEMT broker, IntelliRide. Claims that do not come directly from IntelliRide will be denied.

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



Provider Billing Training Sessions

November and December 2021 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 institutional claims (UB-04) and professional claims (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 - Resources 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.

November 2021

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

December 2021

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

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@gainwelltechnologies.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
Veterans Day Thursday, November 11	State Offices and the ColoradoPAR Program will be closed. Capitation cycles may potentially be delayed. The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks. Gainwell Technologies and DentaQuest will be open.
Thanksgiving Thursday, November 25	State Offices, DentaQuest, Gainwell Technologies and the ColoradoPAR Program will be closed. Capitation cycles may potentially be delayed. The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks.
Christmas Day Saturday, December 25 (Observed Friday, December 24)	State Offices, DentaQuest, Gainwell Technologies and the ColoradoPAR Program will be closed. Capitation cycles may potentially be delayed. The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks.

Gainwell Technologies Contacts

Provider Services Call Center

1-844-235-2387

Gainwell Technologies Mailing Address

P.O. Box 30

Denver, CO 80201