

## EPSDT Services

### Background

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) benefit provides comprehensive and preventive health care services for members 20 years of age and younger who are enrolled with Health First Colorado (Colorado's Medicaid Program). EPSDT ensures that children and adolescents receive appropriate preventive, dental, mental health, developmental, and specialty services. One of the goals of EPSDT is to establish a regular pattern of healthcare through routine health screenings, diagnostic, and medically necessary treatment. Providers should reference the appropriate codes when rendering care under the EPSDT benefit. Codes that are listed as "Not a Benefit" on the Health First Colorado Fee Schedule may be covered for members 20 years of age and younger if medically necessary. Service limits within the Fee Schedule are not applicable to this age group.

For these members, eQHealth Solutions renders medical necessity determination in accordance with the Colorado Department of Policy and Financing (HCPF) Policy and Federal EPSDT requirements available at the following Web locations.

DOCUMENT	LOCATION
COLORADO MEDICAID EPSDT FACT SHEET	EPSDT FACT SHEET <a href="#">(CLICK HERE)</a>
COLORADO MEDICAID DEPARTMENT PROGRAM RULES AND REGULATIONS	10 CCR 2505-10 SECTION 8.280, EARLY PERIODIC SCREENING, DIAGNOSTIC, AND TREATMENT PROGRAM <a href="#">(CLICK HERE)</a> 10 CCR 2505-10 SECTION 8.076.1.8 B-G. PROGRAM INTEGRITY MEDICAL NECESSITY DEFINITION, COVERAGE OF OTHER GOODS OR SERVICE. <a href="#">(CLICK HERE)</a>
FEDERAL REGULATIONS	SECTION 1905 OF THE SOCIAL SECURITY ACT <a href="#">(CLICK HERE)</a>  <a href="#">(CLICK HERE)</a>

## CPT® or HCPCS codes in eQSuite®

eQHealth Solutions has undergone an extensive process to ensure all CPT® level I and II codes have been added to eQSuite®. If you have tried to enter a request into eQSuite® and the code is not in the system, eQSuite® will display the error message “**Invalid code or this code is not allowed for your provider type**” after entering a code that is not loaded in eQSuite® for your provider type. If you receive that specific error message, please follow the process detailed below.

### Instructions:

1. **Identify the member’s age.** If the member is under the age of 21, proceed to Step 2.
2. **Determine whether the code is a covered benefit and requires a PAR.** The best resource for this is the Health First Colorado (Colorado’s Medicaid Program) Fee Schedule. The fee schedule is a searchable spreadsheet that lists CPT® and HCPCS Codes.

Column “I” indicates whether prior authorization is required.

Copy the link <https://www.colorado.gov/pacific/hcpf/provider-rates-fee-schedule> , open [Health First Colorado \(Colorado's Medicaid Program\) Fee Schedules](#) and click on the current year.

3. If the member is under the age of 21 and the code is listed as “Not a Benefit” the service/item may be available for coverage only through the EPSDT program if medically necessary. **Contact eQHealth Solutions** by submitting an online helpline ticket through eQSuite® or by phone at 1-888-801-9355. Please include the following information to the representative.
  - The Members ID number
  - The Members age
  - The CPT Code or HCPCS Code
  - Inform the Customer Service representatives that the code needs to be reviewed under EPSDT
  - You contact information, including phone and email address

## How to Submit an Online Helpline Ticket

1. Login to eQSuite® with your unique username and password.
2. Click Online Helpline in the menu bar.
3. In the Client # field, enter the patient's Health First Colorado member ID number.
4. In the text box, include the CPT or HCPCS code for which you need a PAR and include a note stating that the code needs to be reviewed under EPSDT. Please also include your name, phone and email address in the body of the ticket.
5. Click Submit Question.

PASRR Requests
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### eQHS Online Helpline

Menu

Errors

To enter a new question, type your question in the box below, then click the [Submit Question](#) link below.  
You will be e-mailed with a link to return here when this ticket has been processed.  
To view the response to a previous ticket, scroll down and view the [History](#) in list below.

Review ID:  Do NOT enter other values if Review ID is entered.

PAR #:  Client #:  Admit Date:

Do NOT enter a Client # or Admit Date if a PAR # is entered.

I am trying to enter a request for (Enter CPT/HCPCS CODE) and I am getting an "Invalid Code Error message" This request needs to be reviewed under EPSDT. Member ID 123456, Member Age. My contact information Phone:555-555-5555  
Email:test@abc.com

[Submit Question](#)

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[Q&A History \(Last 30 Days\)](#)

Question/Response

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### **What to Expect**

After you have contacted eQHealth Solutions an internal review of your request will be completed. We will determine whether this code is available for your provider type. Please note there are several reasons why a code may or may not be added to eQSuite®. Only codes for a service eligible for prior authorization by eQHealth will be added to eQSuite®.

### **What Happens Next**

A representative from the provider relations department will contact you in 1-2 business days. At that time, if the code has been added to the system you may enter your PAR in eQSuite® and the prior authorization review process will proceed as usual.

### **Contact Information**

If you have any questions or concerns, we are here to help. Please contact us by either phone, email or through eQSuite®.

- Customer Service: Phone Number:1-888-801-9355
- Provider Relations, Email: [co.pr@eqhs.com](mailto:co.pr@eqhs.com)
- PAR Portal eQSuite® Online Helpline