



Dear Hospice Provider,

The risk elevation process for enrolled providers requires fingerprinting and site visits. Hospice providers had their Enrollment Risk Level set to High beginning January 2026. The Revalidation Risk Level will remain set to Moderate.

The Centers for Medicare & Medicaid Services (CMS) categorizes providers into three (3) risk levels to determine the level of scrutiny applied during enrollment, revalidation and change of ownership applications. These risk levels, established by the Affordable Care Act, help CMS assess fraud, waste and abuse. The higher the risk level, the more stringent the screening and oversight requirements are for the provider. The three (3) risk levels are:

- **Limited Risk Level:** Providers in this category undergo verification of licenses and database checks.
- **Moderate Risk Level:** Providers in this category must meet all Limited Risk Level requirements plus a site visit.
- **High Risk Level:** Providers in this category must meet all Moderate Risk Level requirements plus fingerprint background checks.

Hospice providers that have not met the requirements for fingerprinting and site visits will be notified by letter and email.

- **Providers needing a site visit:** Gainwell Technologies will use the email listed in the provider's profile contact information to request a date and time from the provider and schedule the site visit. Gainwell Technologies will use the phone number on the provider profile to contact the provider *if they are unable to reach the provider after two (2) email attempts.*
 - **Providers needing fingerprints:** Gainwell Technologies will send a letter with instructions on how to submit electronically and due dates for submission. A second letter will be mailed to the provider as a reminder if fingerprints are not submitted to an approved fingerprinting site within 20 days of the date on the letter. *If fingerprints are not submitted to an approved fingerprinting site within 10 days of the date on the second letter, a third letter will be*
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mailed to the provider notifying them that they have been terminated for failure to submit fingerprint documentation.

Refer to the [Employment and Background Checks web page](#) of the [Colorado Bureau of Investigation \(CBI\) website](#) for additional information and a list of approved fingerprinting site locations.

Refer to the [Enrollment Frequently Asked Questions \(FAQs\)](#) on the [Provider Enrollment web page](#) for information regarding the fingerprinting process.

Providers may contact the [Provider Services Call Center](#) to check site visit or fingerprinting requirements statuses.

Providers are reminded to maintain updated contact information on their profile in the [Provider Web Portal](#).

Thank you,

Department of Health Care Policy & Financing
