



# Enrollment Best Practices

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## General

- **Keep contact information current.** Communications will go to the contact email address in the application. If the contact information changes but is not updated in the system, important communications will not be received.
- **Save user name and password for enrollment applications.** If the password and security questions are forgotten, a new application must be started. It cannot be reset.

## Attachments

- **Submit each document separately and label each one.** Reviewers may overlook multiple documents submitted together.
- **Do not submit more information than is required.** Adding documentation that is not required for the selected provider type could result in the application being returned. Enrollment checklists for all Enrollment Types are available online at: <https://www.colorado.gov/hcpf/provider-enrollment-type>
- **Data in the data fields must match the supporting documentation.** Common reasons for applications to be returned are:
  - Missing Licenses (dates or license #)
  - Incorrect W-9 tax classification
  - Incorrect Banking or Electronic Funds Transfer (EFT) information
  - Outdated insurance policies (applicable to Nursing Facilities and HCBS providers only)
- **Verify data is being entered in the correct field.** Submitting Department of Regulatory Agencies (DORA) license data in the Board Certifications panel will cause an application to be returned for corrections. If two licenses are attached, add the data for both licenses in the data panel. The data must match between what is entered in the application and the copy attached to the application.
- **Read the instructions regarding assessments questions** (i.e. Ownership & Control interest). The questions relate to who or what has an ownership/control interest in the provider that is applying. If the applicant is an Individual Within a Group or a Billing Individual, it is unlikely that someone has an ownership interest in that person. The answers for individuals are usually "No" for Disclosure A-Ownership or Control Interest. Ownership interest for groups must be completed according to the Assessments quick sheet. Interest can be entered as "0%" for Board of Directors or must be entered for 5% or greater ownership/control interest (if companies or individuals own the provider). If a group is enrolled with Medicare, ownership information should match with that enrollment.



## Enrollment Types

- Use online resources to select the correct [Provider Type](#). Once an application has been started, the Enrollment Type or Provider Type cannot be changed. If the wrong type has been selected, a new application must be started.
- If there is an affiliated MD/DO, Doctor of Podiatric Medicine (DPM) or Doctor of Optometry (OD) in a group, select Clinic (16).
- If a group is led by an Advanced Practice Nurse, an audiologist, a psychologist (LMFT, LCSW, LPC, PhD, PsyD), or a Physical Therapist, select Non-Physician Practitioner Group (25).
- **Case Manager (provider type 11)** must have a contract with the Department of Health Care Policy & Financing (the Department) as a Community Centered Board (CCB) or Single-Entry Point agency (SEP).

<https://www.colorado.gov/pacific/hcpf/community-centered-boards>

<https://www.colorado.gov/pacific/hcpf/single-entry-point-agencies>

- **HCBS Waiver Service Providers (provider type 36)** should only enroll for approved specialties. Submitting non-qualified specialties will delay the application.

## Behavioral Health

- **Do not** select Community Mental Health Center (CMHC) unless licensed as such with the Department of Public Health & Environment (CDPHE) and belong to the Colorado Behavioral Health Council.
- **Do not** select Regional Accountable Entity (RAE) if not a Health Maintenance Organization (HMO) or Limited Service Licensed Provider Network (LSLPN) and contracted with the Department to manage a specific geographic region of Colorado.
- Substance Use Disorder (SUD) services - providers must be licensed as a SUD Clinic (64) or Licensed Behavioral Health Clinician (LBHC) (38) and must meet dual licensing requirements noted on the Department's website. For SUD clinics, the dually licensed supervising practitioner must also be enrolled in Health First Colorado.

## Individuals

- **Enroll only once.** Multiple enrollments can result in claim denials. Notify all groups of the enrollment. Verify individual enrollment status before submitting an application by contacting the provider services call center at 1-844-235-2387.
- Update the practitioner license and NPI when moving to Colorado from another state.
- Use a Social Security Number (SSN) as the tax ID. **Do not** submit the federal tax ID (FEIN) of the billing group.
- DORA license: submit the license number, effective date, end date and the licensing state. Be sure to enter the entire license number including alpha and numerical characters as well as dots, dashes, etc. Verify the license is current. If the license will expire within two weeks of an application submission, attach both the current and the new license by adding both to the data panel.

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