



COLORADO
Department of Health Care
Policy & Financing

Dear Home and Community-Based Services (HCBS) Provider,

Some professional claims for HCBS services submitted between January 25, 2025 and January 27, 2025 were denied incorrectly. This was due to a member eligibility issue. Updates have been made to the impacted member's eligibility status and benefit plans. Providers are encouraged to re-check any member's eligibility which may have shown a benefit plan that had an end date.

Affected claims were reprocessed on January 28, 2025.

Issue resolved 1/27/25.

Thank you,

Department of Health Care Policy & Financing