



**COLORADO**  
Department of Health Care  
Policy & Financing

Dear Comprehensive Safety Net Providers,

Claims for Comprehensive Safety Net Provider Services with Date of Service on or after 7/1/2024 are denying for Explanation of Benefits (EOB) 1040 – “Contract Could Not Be Determined.”

Affected claims will be reprocessed.

A resolution is in process.

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

Thank you,

Department of Health Care Policy & Financing

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