



Dear Providers,

This special newsletter summarizes the emails and communications concerning COVID-19 from the past week. The Department knows providers will have many questions about COVID-19 and will post updates on policies, codes and other important information on the new [COVID-19 Information for Health First Colorado and CHP+ Provider and Case Managers web page](#). The new web page will be frequently updated with resources and guidance on COVID-19 as information becomes available.

## COVID-19 Hot Topics

### Colorado interChange Update to Receive New ICD-10 Code for COVID-19

The Colorado interChange has been updated to receive and process claims billed with the new ICD-10 code for the diagnosis of COVID-19 U07.1 for dates of service on or after April 1, 2020.

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### Colorado interChange Update to Receive New CPT Code for Laboratory Testing for COVID-19

The Colorado interChange has been updated to receive and process claims billed with new CPT code 87635 for the laboratory testing of the novel coronavirus (COVID-19) for dates of service on or after March 13, 2020.

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### Temporary Authorization of Telemedicine Services During COVID-19 State of Emergency

#### Telemedicine FAQs

A Frequently Asked Questions drop-down section has been added to the [Telemedicine - Provider Information web page](#) to help address provider questions surrounding the temporary expansion of the telemedicine policy and the COVID-19 state of emergency.

#### Telemedicine Place of Service Code

Place of Service code 02 has been added for some CPT and HCPCS codes and is anticipated to be completed for the remaining codes in the Colorado interChange and ready for provider use in the coming days.

#### Telemedicine Procedure Codes

New codes for maternal services have been added to the [Telemedicine - Provider Information web page](#). Providers are encouraged to check the web page frequently for new codes that qualify for telemedicine services.

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### Temporary Authorization of Teledentistry Services During COVID-19 State of Emergency

Throughout the COVID-19 state of emergency, Health First Colorado (Colorado's Medicaid Program) is temporarily expanding its telemedicine policy to authorize emergency dental consultations via interactive audiovisual connections. This consultation is only for emergency conditions and is used to determine if the member requires in-person emergency dental services (as defined by the American Dental Association), antibiotics or other urgent recommendations that may be delivered via teledentistry.

#### Billing Guidance for Dentists

To receive reimbursement for teledentistry services, providers must follow the following billing practices:

- ADA Claim Form – Providers must bill code D9995 to be eligible for reimbursement for services provided.

- All providers must include a narrative of medical necessity with claim submission describing the need for teledentistry due to COVID-19.

For more information on this new policy, refer to the [COVID-19 Guidance for Dental Providers](#) letter.

## Featured COVID-19 Provider Resources

### Open Enrollment for Uninsured Coloradans

Connect for Health Colorado [has opened up a two-week Special Enrollment period](#) for Coloradans who are currently uninsured or about to lose coverage due to COVID-19. That coverage will start April 1, 2020, and Coloradans must enroll by April 3 to receive coverage under this COVID-19 rule. [Visit the Connect for Health Colorado COVID-19 Support web page to learn more.](#)

Coloradans can call the Customer Service Center at 855-752-6749, or get help enrolling with a certified enrollment expert including certified Brokers and Assistants. The Customer Service Center is adding weekend hours during this period: Monday through Friday from 8:00 a.m. to 6:00 p.m. and from 9:00 a.m. to 5:00 p.m. Saturday and Sunday. Certified enrollment experts will offer virtual or phone appointments. To find a Broker or Assistant, visit the [Connect for Health Colorado We Can Help web page](#)

As always, Coloradans can sign up for a plan any time of the year if they experience [other qualifying life change events](#), including loss of job-based coverage. Residents who qualify for Health First Colorado (Colorado's Medicaid Program) or the Child Health Plan *Plus* program can also enroll online through the [PEAK application](#) any time during the year.

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### Operations During the COVID-19 State of Emergency

DXC Technology (DXC), the Department's fiscal agent, continues to be fully functional during this time of the COVID-19 state of emergency and has implemented procedures to comply with social distancing while continuing to serve providers.

Providers are strongly encouraged to utilize all electronic options for claims submissions including claims with attachments. All attachments can be sent via the Provider Web Portal. For assistance on sending attachments, voids or adjustments, contact the Provider Services Call Center at 1-844-235-2387.

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### Recently Added COVID-19 Provider Resources

The following provider resources are available on the [COVID-19 Information for Health First Colorado and CHP+ Provider and Case Managers web page](#):

#### General Resources

- [COVID-19 Emergency Waiver Overview](#)

#### System & Billing Guidance

- [Behavioral Health Services During COVID-19 State of Emergency](#)

#### Guidance for Case Managers

- [Operational Memo HCPF OM-20-024](#) – This memo outlines changes to benefits and services in response to COVID-19.

#### Guidance for Home & Community Based Service (HCBS) Providers

##### Long-Term Services and Supports Webinars and Memos

- [Operational Memo HCPF OM-20-024](#) – This memo outlines changes to benefits and services in response to COVID-19.
- [Operational Memo HCPF OM-20-023](#) – This memo outlines COVID-19 communication for supervision requirements for Class B licensed HCBS providers.

#### Guidance for Nursing Facilities

- [Operational Memo HCPF OM-20-026](#) – This memo outlines instructions for nursing

facility claims when 5615S are unavailable due to COVID-19.

*Please do not reply to this email; this address is not monitored.*