



Dear Providers,

This email summarizes additions to the [Known Issues & Updates web page](#) from the past two weeks. The Known Issues & Updates web page is frequently updated. Please note that the Known Issues web page is not an all-inclusive list of known issues.



Known Issues Web Page

Provider Web Portal updates,
known issues, work-arounds,
resolved issues, & general updates

Take me there!

Hot Topics

Provider Web Portal Update to Add New National Provider Identifiers (NPIs)
Effective 1/1/20, new Organization Health Care Providers (those not currently enrolled) and all off-campus hospital locations are required to enroll with or submit claims using a unique NPI that is associated with the provider type and service location.

Off-campus hospital locations should refer to the [Provider Web Portal Quick Guide: Provider Maintenance - Hospital Provider - Adding a National Provider Identifier \(NPI\)](#), located on the [Quick Guides and Webinars web page](#), for detailed instructions on how to add a new NPI to the enrollment records. The NPI must be registered before using on claims.

For billing guidance, reference the provider communication sent on 11/18/19 titled [Hospital Billing With New Colorado NPI Law](#), available on the [Provider News web page](#) under the Hospital - General and Hospital - Mental drop-down sections.

Providers are encouraged to visit the [Colorado NPI Law web page](#) for additional information, or contact [Provider Services Call Center](#) at 1-844-235-2387 with questions regarding the Colorado NPI Law.

Current Licensure Requirement

Providers are required to keep all licensure information current. An expired license can be updated by submitting a provider maintenance request via the [Provider Web Portal](#).

Refer to the [Provider Maintenance Quick Guide – License Update](#), located on the [Quick Guides and Webinars web page](#), for more information.

Calendar Year 2020 Provider Enrollment Application Fee Amount Update

The Affordable Care Act (ACA) requires certain providers to remit an application fee. The Centers for Medicare & Medicaid Services (CMS) sets the fee annually. This fee is assessed at initial enrollment, revalidation, and change of ownership, as required, and is assessed in full for each service location enrolled in CO Medicaid.

Effective 1/1/20, the Provider Enrollment Applications Fee has been set at \$595 for the 2020 calendar year.

Contact the [Provider Services Call Center](#) (1-844-235-2387) with any questions.

Prior Authorization for Emergency Services

Prior authorization is not needed for emergency services performed while the Health First Colorado (Colorado's Medicaid Program) member is visiting out of state. The services must be marked as an emergency on the claim.

Claims for emergency services performed outside of Colorado need to have documentation of the emergency on file (not attached to the claim).

Refer to the [General Provider Information Manual](#), located on the [Provider Billing Manuals web page](#), for more information.

Featured Provider Resources

January Provider Bulletin - Now Available

The [January 2020 Provider Bulletin \(B2000442\)](#) was published on 12/31/19 and is available on the [Bulletins web page](#).

Upcoming Holiday - Martin Luther King, Jr. Day

On Monday, 1/20/20, State Offices and the ColoradoPAR Program will be closed. DentaQuest and DXC will be open.

Upcoming holidays are posted to the [Provider Resources web page](#) and on the last page of every monthly [Provider Bulletin](#).

Denver Health Medicaid Choice Provider Portal Changes

The Department of Health Care Policy & Financing revised its contract arrangement for members enrolled in Denver Health Medicaid Choice. Under this new contract, Denver Health is partnering with Colorado Access to manage behavioral health services for its members. As a result, the Denver Health Medical Plan is now listed in the Regional Accountable Entity field in the [Provider Web Portal](#).

There is no change to how providers deliver, authorize or process reimbursement for services to members enrolled in Denver Health Medicaid Choice. Denver Health still administers and reimburses all covered physical health services, and Colorado Access still administers and reimburses all covered behavioral health services.

For more information, contact Denver Health Medicaid Choice at 303-602-2116, contact Colorado Access at 303-368-0038 or refer to the [Denver Health Medicaid Choice fact sheet](#), available on the [Accountable Care Collaborative Phase II - Provider and Stakeholder Resource Center web page](#) under the Provider Resources section.

Recently Added Issues

Claims Suspending for HCPCS 2020 Procedure Codes for EOB 0000 – "This Claim/Service Is Pending for Program Review"

Claims billed with a HCPCS 2020 procedure code are suspending for EOB 0000 - "This claim/service is pending for program review." The Colorado interChange is being updated with the 2020 HCPCS billing codes based on the Centers for Medicare & Medicaid Services (CMS) annual release of deletions, changes and additions.

Once the rates are loaded, claims will be released by DXC.

Provider Web Portal Error When Atypical Providers Add Taxonomy Using the Additional Taxonomies Section

The Provider Web Portal displays an error when Atypical providers attempt to add a taxonomy using the Additional Taxonomies section of the Provider Maintenance Specialty and Contact panel. This error is for current providers that are updating an existing enrollment record, not for new enrollments. Only Atypical providers, such as Home and Community Based Services (HCBS) or Transportation providers, are affected.

The Department and DXC are working to resolve the issue. Until resolution, Atypical providers may add taxonomies using the Specialty grid directly above the Additional Taxonomies section.

Recently Resolved Issues

No new Resolved Issues have been posted to the website. DXC and the Department are aware of several newly-resolved issues and will be adding this information to the Known Issues page in the coming weeks.

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