



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

Upcoming Changes to Provider Services Call Center Hours

Effective February 5, 2020, the Provider Services Call Center hours of operation are changing as follows:

- Monday, Tuesday, Wednesday and Thursday 7:00 a.m. – 5:00 p.m. MT
- Friday 10:00 a.m. – 5:00 p.m. MT
- The Provider Services Call Center utilizes the time between 7:00 a.m. and 10:00 a.m. MT on Fridays to return calls to providers.

Provider Revalidation Timeline

The Affordable Care Act requires providers to complete revalidation every five years. The next round of revalidation will begin in October 2020, based on previous provider enrollment approval dates. Providers will be contacted via email approximately 6 months prior to their exact revalidation deadline with further instructions. **Do not attempt to revalidate now, as the Colorado interChange is still in the process of being setup to accommodate revalidation. Attempting to revalidate by completing a new application will create duplicate enrollments and cause claim processing issues.**

What can providers do now to prepare for revalidation?

- Ensure all the data in each enrollment profile is correct prior to revalidation. Providers have 3 email addresses on file and the "contact" email address is used for provider enrollment communications.
- Ensure each National Provider Identifier (NPI) for Health First Colorado is also enrolled with Medicare, for providers who bill Medicare.

Visit the [Revalidation web page](#) and the [Colorado NPI Law web page](#) for more information

Featured Provider Resources

Rates Schedule & Immunization Rates Schedule 2020 Update

The Health First Colorado Rates Schedule and the Immunization Rates Schedule have been updated on the [Rates & Fee Schedules web page](#).

Now Available - Special Provider Bulletin – Laboratories

The [January 2020 Special Provider Bulletin – Laboratories \(B2000443\)](#), which contains information on the Genetic Testing Prior Authorization Requirement and Clinical Diagnostic Laboratory Upper Payment Limit Rates, was published on 1/16/20 and is available on the [Bulletins web page](#).

Recently Added Issues

Incorrect Quantity of Physical and Occupational Therapy Units Displayed in the Provider Web Portal

The quantity of physical and occupational therapy units displayed on the Provider Web Portal Coverage Details screen may not reflect the total amount of units the member has used.

The Department and DXC are working to resolve the issue. Providers are encouraged to obtain and submit a Prior Authorization Request (PAR) to [eQHealth Solutions](#), the Department's prior authorization vendor, even if all the previous PAR units are not exhausted.

Recently Resolved Issues

Resolved 1/15/19: 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 were suspending for EOB 0000 - "This claim/service is pending for program review." The Colorado interChange has been updated with the 2020 HCPCS billing codes based on the Centers for Medicare & Medicaid Services (CMS) annual release of deletions, changes and additions.

Claims were released from suspense 1/17/20 by DXC.

For more information, refer to the [Healthcare Common Procedure Coding System \(HCPCS\) Updates for 2020 Special Provider Bulletin](#).

Issue Resolved 1/15/19

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