

Load Letters

March 2020

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Load Letters allow providers to submit claims that are outside the timely filing period (365 days) if the member was retroactively enrolled; however, it is not a guarantee of payment. Providers may submit requests on the load letter form and have 60 days from the date of the load letter to submit the claim and attached form for review by the fiscal agent.

If a member as enrolled on the date of service but failed to inform the provider of existing coverage, the provider must obtain that information within 365 days.

For CHP+ members, please contact the Health Maintenance Organization (HMO) listed on the back of the member's medical card for a load letter.

The Load Letter Request form is available under Claim Forms and Attachments on the [Forms web page](#). Upon receiving the request from providers, the Department will generate a Load Letter as long as the request meets all criteria.

All load letter requests should be faxed to the Department at 303-866-2082 or via encrypted email to HCPF_loadletterrequests@state.co.us. Use "Load Letter Request" as the subject. Do not use the member's State ID in the subject line.