



Provider News & Resources

October 12, 2020 | Issue 2

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Upcoming Holidays:

**Veterans Day - Wednesday,
November 11** - State Offices
and the ColoradoPAR
Program will be closed.



Fiscal Agent Name Change from DXC Technology (DXC) to Gainwell Technologies

Effective October 1, 2020, references to the current fiscal agent will now be [Gainwell Technologies](#), due to the Veritas Capital acquisition of DXC.

Provider communications via email are still being sent from co.communications.noreply@dxc.com, however, the sender name will now be "Gainwell Technologies on behalf of the Colorado Department of Health Care Policy & Financing."

Colorado interChange Update - 3M™ Enhanced Ambulatory Patient Grouping (EAPG) - Claims Editing Solution

Effective October 1, 2020, the 3M™ EAPG solution within the Colorado interChange was updated to increase the accuracy of outpatient hospital claims (Type of Bill (TOB) 13X) review and adjudication based on State and Federal policies. Previously, multiple EAPG return codes were mapped to a single edit and Explanation of Benefits (EOB) code. With the update, each EAPG return code was mapped to a single edit and EOB code.

Appendix R, available on the [Billing Manuals web page](#), was updated with the new EAPG outpatient hospital claim EOB codes and descriptions. Contact the [Provider Services Call Center](#) with any questions related to the outpatient hospital EAPG claims editing solution.

This change impacts outpatient claims for provider types 01 (Hospital – General) and 86 - Community Clinics/Community Clinic Emergency Center (CC/CCEC).

Colorado interChange Update - State of Colorado Intercept Process



The Colorado interChange is being updated in accordance with State of

Gainwell Technologies and DentaQuest will be open.

Thanksgiving Day - Thursday, November 26 - State Offices, DentaQuest, Gainwell Technologies and the ColoradoPAR Program will be closed.

The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks.

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

Colorado statute [CRS 24-30-202.4\(3.5\)\(a\)\(I\)](#), which requires intercepting funds issued to a vendor should that vendor owe money to a state entity. Under this statute, the Colorado Department of Human Services may intercept payments to Health First Colorado (Colorado's Medicaid Program) providers for child support payments. Additional state entities may be added in future updates.

Providers will be informed on both the remittance advice (RA) and the [Provider Web Portal](#) when funds have been intercepted and deducted from a payment. The RA message will include the following:

- State Statute
- Agency Name and Contact Information
- Deduction Reason
- Amount

The Provider Web Portal will display a message for 30 days to alert providers when funds have been intercepted. The alert will include the following:

- State Statute
- Agency Name and Contact Information
- Payment Number
- Amount

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

Reminder - Sign Up for Provider Email Communications

Recipients of this email are already signed up to receive Provider Bulletins and general announcements. To receive emails specific to provider type, [sign up by selecting the email list\(s\) that best apply](#).

Keeping provider contact information up to date in the Provider Web Portal will also help to ensure that providers receive emails specific to their organization's claims. The email address associated with the mailing address in the Web Portal will be used for provider communications. For instructions on how to access and update the email address on file, refer to the Provider Maintenance Provider Web Portal Quick Guide, available on the [Quick Guides web page](#).

Looking for a recent newsletter or email? Weekly newsletters and many of the emails sent out to providers are also posted on the [Provider News web page](#).

Known Issues & Updates

Known Issue - Delegate Provider Web Portal Users Unable to Resume Revalidation Application

Provider Web Portal users with [delegate access](#) are currently unable to access a previously opened Application Tracking Number (ATN) in order to resume their revalidation application. Only users signed in to the Web Portal as the account administrator can access the previously opened ATN and resume the revalidation application.



A resolution to the issue is in process.

Until this issue is resolved, delegate users unable to access the previous ATN should contact their account administrator, who can then resume the revalidation application. Providers should not create a new ATN by starting a new revalidation application.

Resolved 10/8/20 - Claims for Pediatric Home Health Services Submitted with Revenue Codes 421, 431 or 441 Denying for Prior Authorization (PA)

Some pediatric home health UB-04 claims for members aged 18 to 20 submitted with revenue codes 421, 431 or 441 were incorrectly denying for EOB 0192 – “Prior Authorization (PA) is required for this service. An approved PA was not found matching the provider, member, and service information on the claim.”

Claims with dates of service on or after 1/1/20 were reprocessed on 10/8/20.

Issue resolved 10/8/20.

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