



# Provider News & Resources

July 22, 2024 Issue 96

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## **Did You Know? What's New**

The "What's New" section of the [Provider News web page](#) is updated regularly to provide information on recent and important topics.

Providers are encouraged to regularly visit "What's New" to stay informed.

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## **Featured Quick Guide: Web Portal Registration**

The quick guide was updated to display step-by-step instructions on how to register in the [Provider Web Portal](#).

Refer to the [Web Portal Registration Quick Guide](#) to review the updated information.

Visit the [Quick Guides web page](#) to locate all published Provider Web Portal Quick Guides.

Updated Billing Manuals and Fee Schedules

***Featured Resources:***

[July 2024 Provider Bulletin \(B2400510\)](#)

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## Navigating the Provider Services Call Center Interactive Voice Response (IVR) System

**Note:** Providers must enter the Health First Colorado ID *not* the National Provider Identifier (NPI) when asked for ID verification.

### Phrases to Reach a Live Agent

Callers can say key terms or phrases such as "EDI," "Prior Authorization," "I'm not enrolled," "application" or "password" to be transferred to the appropriate Provider Services Call Center queue.

Callers can also say "details," "detailed information," or "more details" to reach a live call center agent any time after Health First Colorado ID verification.

Some key phrases that will route the caller to a live agent:

- **Claims Information other than Claim Status:** Use statements such as "pricing," "revenue code," "electronic visit verification," "remittance advice."
  - **Provider Web Portal:** Use statements such as "portal," "web portal," "add a delegate."
  - **Prior Authorization:** Use statements such as "prior authorization," "PA," or "PAR."
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- **Password Inquiries:** Use a statement containing the word “password.”

**Note:** The Call Tracking Number (CTN) will be stated at the end of the call even when the caller is transferred to a live agent. The CTN can be referenced if additional calls are made to the Provider Services Call Center.

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### **Additional Tips**

- When checking a claim status by member ID and date span, speak the date by saying the name of the month, the date and the year. For example, 06/01/2024, would be spoken, “June one, 2024.”
  - Provider IDs and Internal Control Numbers (ICNs) may be keyed in. This is often faster and more accurate than speaking the numbers.
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## **All Providers: Revalidation Reminder**

Revalidation is a federal mandate from the Centers for Medicare & Medicaid Services (CMS) with which the State of Colorado must comply.

All Provider IDs, including billing, attending, rendering and referring, must be actively enrolled and revalidated with Health First Colorado (Colorado’s Medicaid program) for claims to be paid, per rule [42 CFR § 455.410\(b\)](#).

Visit the [Revalidation web page](#) and refer to the [Revalidation Special Newsletter](#) for more information.

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## **Provider Enrollment Training**

Provider enrollment training is designed for providers at various stages of the initial enrollment process with Health First Colorado. It provides an overview of the program and guidance on the provider application process, including enrollment types, common errors

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and enrollment with other entities, such as managed care organizations and vendors. It also provides information on next steps after enrollment.

[Sign up for the next instructor-led session from 9:00 a.m. to 11:30 a.m. MT on Thursday, August 15, 2024.](#)

All training materials can be found on the [Provider Training](#) web page under the calendar in the Billing Training - Resources drop-down section.

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## **Durable Medical Equipment**

### **Correction: Durable Medical Equipment (DME) Manual Pricing**

The DME manual pricing methodology published in the July 2024 Provider Bulletin had an error in the stated percentages. Claims paid by invoice will be reimbursed at actual acquisition cost plus 24.06% and claims paid by Manufactured Suggested Retail Price (MSRP) will be reimbursed at MSRP less 13.78%.

The corrected amounts will be effective for dates of service on or after July 1, 2024. Claims will be reprocessed. Providers may need to adjust the claim to receive correct reimbursement if the submitted charges on the original claim were less than the corrected rates.

Contact Haylee Rodgers at [Haylee.Rodgers@state.co.us](mailto:Haylee.Rodgers@state.co.us) with questions.

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## **Physician Services**

### **Bariatric Surgery Rule Change Consideration Meeting for Providers**

Bariatric surgery providers are invited to a virtual stakeholder meeting that will present information about possible changes to the [Bariatric Surgery Rule \(citation: 300.3.c\)](#). Staff from the Department of Health Care Policy & Financing (the Department) will review the current rule and propose possible changes to the rule. Attendees are invited to learn, ask questions and provide initial feedback about potential changes. Feedback will be gathered

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at the meeting and via a feedback form that will be shared with attendees.

**Meeting Date and Time:** Monday, September 9, 2024, 9:30 a.m. to 10:30 a.m. MT

**Registration and Location:** The meeting will be held virtually via Zoom. [Register in advance for the meeting](#). A confirmation email with information about joining the meeting will be received after registering.

Another meeting on this subject, intended for the general public, is scheduled for September 12, 2024, from 9:30 a.m. to 11:00 a.m. MT. This meeting will also be held virtually via Zoom. [Register in advance for the September 12](#) meeting if unable to attend the provider-specific meeting on September 9.

**Meeting Accommodation and Language Access Notice:** Auxiliary aids and services for individuals with disabilities and language services for individuals whose first language is not English may be provided upon request. Contact Patrick Potyondy at [Patrick.Potyondy@state.co.us](mailto:Patrick.Potyondy@state.co.us) at least one week prior to the meeting to make arrangements.

Las ayudas y servicios auxiliares para individuos con discapacidades y servicios de idiomas para individuos cuyo idioma materno no sea inglés pueden estar disponibles por solicitud. Comuníquese con Patrick Potyondy a [Patrick.Potyondy@state.co.us](mailto:Patrick.Potyondy@state.co.us) al menos una semana antes de la reunión para hacer los arreglos necesarios.

Contact Patrick Potyondy at [Patrick.Potyondy@state.co.us](mailto:Patrick.Potyondy@state.co.us) for more information.

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## Physician Services, Telemedicine

### Remote Monitoring for Outpatient Clinical Services Stakeholder Meetings

Manufacturers of remote monitoring devices, medical providers, and other stakeholders are invited to one of three virtual stakeholder meetings to present information about the proposed billing structure for remote monitoring for outpatient clinical services.

At these meetings, staff from the Department of Health Care Policy & Financing (the Department) will review the Senate Bill 24-168 requirements and the proposed billing

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structure for telehealth remote monitoring for outpatient clinical services. Attendees are invited to learn, ask questions and provide feedback about the proposed structure to help ensure that the approach is sustainable in rural and underserved populations.

One virtual (Zoom) meeting for remote monitoring device manufacturers is specifically to assist the Department in better understanding the available remote monitoring devices and how they could be utilized for outpatient clinical services.

### **Zoom Meeting for Remote Monitoring Device Manufacturers**

August 7, 2024, 1:00 p.m. to 2:00 p.m. MT

[Register in advance for the Wednesday, August 7 meeting.](#)

Two similar but separate virtual (Zoom) meetings will be held for Health First Colorado (Colorado's Medicaid program) medical providers and other stakeholders to provide an overview of the proposed billing structure and better understand how remote patient monitoring is or could be used in the outpatient setting.

These two medical provider and other stakeholder meetings are identical and therefore attendees only need to choose the meeting date and time that best fits their schedule.

### **Zoom Meetings for Medical Providers and other Stakeholders**

August 13, 2024, 6:00 p.m. to 7:00 p.m. MT

[Register in advance for the August 13 meeting.](#)

August 15 2024, 1:00 p.m. to 2:00 p.m. MT

[Register in advance for the August 15 meeting.](#)

Attendees will receive a confirmation email after registration containing information about joining the webinar. Interested stakeholders may attend any session.

Feedback will be gathered at the three meetings and via a feedback form that will be shared with attendees. A link to a feedback form may be requested by emailing Kyra Acuna at [HCPF\\_stakeholders@state.co.us](mailto:HCPF_stakeholders@state.co.us).

A recording of the meeting may be requested by emailing Kyra Acuna at [HCPF\\_stakeholders@state.co.us](mailto:HCPF_stakeholders@state.co.us).

### **Meeting Accommodation and Language Access Notice**

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Contact Kyra Acuna at [HCPF\\_stakeholders@state.co.us](mailto:HCPF_stakeholders@state.co.us) with questions or for more information.

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## Recently Updated Billing Manuals and Fee Schedules

### Billing Manuals

- [Appendix X - HCPCS/NDC Crosswalk for Billing Physician-Administered Drugs](#)
- [Durable Medical Equipment HCPCS Codes](#)
- [Durable Medical Equipment, Prosthetics, Orthotics and Supplies \(DMEPOS\)](#)
- [Gender-Affirming Care](#)
- [General Provider Information Manual](#)
- [Laboratory Services](#)
- [Non-Emergent Medical Transportation \(NEMT\)](#)
- [Physical and Occupational Therapy \(PT/OT\)](#)
- [School Health Services](#)
- [State Behavioral Health Services \(SBHS\) Fee-For-Service Behavioral Health Benefit](#)

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### Home and Community-Based Services (HCBS)

- [Children's Home and Community-Based Services \(CHCBS\), Children with Life Limiting Illness \(CLLI\)](#)
- [Persons with Intellectual and/or Developmental Disabilities Waiver Programs & Targeted Case Management for HCBS Waiver Program](#)

Visit the [Billing Manuals web page](#) to locate all published manuals.

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## Fee Schedules

- [Child Health Plan \*Plus\* \(CHP+\) Fee-for-Service \(FFS\) Rates](#)
- [Clinical Diagnostic Laboratory, Upper Payment Limit](#) - July 2024 is now available
- [Behavioral Health Secure Transportation \(BHST\)](#) for Fiscal Year 2024-2025
- [Emergency Medical Transportation \(EMT\) Transportation](#) for Fiscal Year 2024-2025
- [Non-Emergent Medical Transportation \(NEMT\)](#) for Fiscal Year 2024-2025

**Note:** The Health First Colorado Fee Schedule for July is in progress. Provider communication will be sent when the new fee schedules are available and the new rates for dates of service beginning July 1, 2024, have been loaded into the Colorado Interchange. It is anticipated that new rates found on the Health First Colorado fee schedules will be completed in July.

Visit the [Provider Rates and Fee Schedule web page](#) to locate all published fee schedules.

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