



Provider News & Resources

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Did You Know?

Verifying Member Eligibility

Refer to the [Benefit Plans and Billing Instructions](#) located in the [Verify Member Eligibility and Co-Pay Quick Guide](#) for billing instructions for different eligibility and coverage types.

Providers are encouraged to use this guide when members have managed care plans or other coverage types.

Inpatient and Outpatient Hospital Providers:

July 2024 Rates Updates

The hospital rates for inpatient, outpatient and Community Clinics/Community Clinic

Resolved Known Issue:
Correction Rate Schedule (ASC)

Featured Resources:

[August 2024 Provider Bulletin
\(B2400511\)](#)

Emergency Center (CC/CCEC) have been updated in the Colorado interChange.

Affected claims were reprocessed on 07/30/24 for inpatient and 07/31/24 for outpatient.

All Providers: Paper Claims

Providers are required to submit all claims electronically through the [Provider Web Portal](#) or batch. **Claims with attachments must be sent via the Web Portal** unless providers have been approved to submit paper claims.

Exceptions may be made for providers who submit less than five (5) claims per month. Those providers may complete the Request to Submit Paper Claims Form, available under the Provider Enrollment & Update Forms drop-down section of the [Provider Forms web page](#), to request paper claim submission approval.

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 will review the current rule and propose possible changes. Attendees are invited to learn, ask questions and provide initial feedback about potential changes. Feedback will be gathered 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 containing 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 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 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 al menos una semana antes de la reunión para hacer los arreglos necesarios.

Contact Patrick Potyondy at Patrick.Potyondy@state.co.us for more information.

Non-Emergent Medical Transportation (NEMT) Providers

Revalidating Enrollment with Health First Colorado

***All* Non-Emergent Medical Transportation (NEMT) providers *must* be revalidated with Health First Colorado (Colorado's Medicaid program) by September 30, 2024, regardless of the provider's original revalidation date.**

Providers who are not revalidated by this date will have their claims suspended for payment starting October 1, 2024, until their revalidation is completed.

To complete the revalidation, NEMT providers must have a valid credentialing certificate issued by Transdev (formerly IntelliRide).

Credentialing Program

Health First Colorado has updated the Non-Emergent Medical Transportation (NEMT) provider credentialing process. This includes two (2) steps:

1. Credentialing with Transdev Health Solutions (formerly IntelliRide)
2. Revalidating enrollment with Health First Colorado

Follow the instructions below to maintain enrollment as an NEMT provider.

Credentialing with Transdev Health Solutions (Formerly IntelliRide)

All NEMT providers must be credentialed to provide Health First Colorado services. This now includes all drivers and vehicles. Transdev Health Solutions manages driver and vehicle credentialing for all NEMT providers statewide.

Failure to complete this process will result in further action being taken in accordance with Section 25.5-4-301, C.R.S. and 10 C.C.R. 2505-10, Section 8.076.

1. To complete the Credentialing Request Form and License, visit the [Transdev Provider website](#) and scroll down to the [link to apply for credentialing](#) (step #1, Onboard).
 - a. Providers will receive an email that includes a username, password and link to sign up for software training.
2. Participate in a credentialing software (ProCredex) training session to learn how to use the software.
3. Visit [Platform ProCredEx](#) to upload the required driver and vehicle credentials.
 - a. Users must log in with the username and password given after they initially applied for credentialing.
4. Sign up for an in-person vehicle inspection. Vehicle inspections are required. Visit the [Transdev Health Solutions website](#) for a list of contacts, dates and times for inspections.

Transdev Health Solutions will review and provide a credential certificate once these steps are completed. This certificate **must** be submitted with the provider's Health First Colorado revalidation application.

Contact ProCredex Provider Support at Support@procredex.com for support with the credentialing process.

Important: Any new drivers and vehicles added to the business, at any time, must be approved before they can be used to transport Health First Colorado members. Credentials for new drivers and vehicles must be submitted through the credentialing software. Any driver or vehicle which fails credentialing is prohibited from being used to provide NEMT services to Health First Colorado members.

Vehicle Inspections

All vehicles must be inspected regardless of the age of the current inspection. Providers must contact Transdev Health Solutions to schedule an inspection date and time.

Contact Transdev Health Solutions Provider Support at (833) 643-3010 or email Kristina.Harris@transdev.com or Berni.Lyons@transdev.com with questions.

Featured Resource:

Provider Web Portal Quick Guides

Providers are encouraged to use these step-by-step, illustrated instructions to help navigate the [Provider Web Portal](#).

All quick guides are in the process of being reviewed and updated as applicable. The web page has been re-organized in a table format by category (i.e. claims, eligibility, etc.). This format will allow providers to locate the information easily.

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

Recently Updated Billing Manuals and Fee Schedules

Billing Manuals

- [Appendix X - HCPCS/NDC Crosswalk for Billing Physician-Administered Drugs](#)
 - [Audiology](#)
 - [Emergency Medicaid](#)
 - [Home Health](#)
 - [Hospice](#)
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- [Immunizations](#)
- [Obstetrical Care](#)
- [Pediatric Behavioral Therapies](#)
- [Physical and Occupational Therapy](#)
- [Speech Therapy](#)
- [Vision Care and Eyewear](#)

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

Fee Schedules

- [Ambulatory Surgical Centers \(ASC\)](#) Fiscal Year 2024 - 2025
- [Physician-Administered Drug \(PAD\)](#) Q1/Q2/Q3 2024
- [Skilled Nursing Facility](#) Fiscal Year 2024 - 2025

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

Known Issues

Health First Colorado Fee Schedule

The Health First Colorado Fee Schedule for Fiscal Year 2024-2025 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 August.

Resolved Issues

Resolved 07/24/24: Correction: Rate Schedule

The rates for the Ambulatory Surgical Center (ASC) grouper fee schedule posted for dates of services after July 1, 2024, inaccurately reflected the legislatively approved rate increases. These rates have been corrected and the [ASC Rate Schedule](#) has been posted.

Affected claims were reprocessed on 07/26/24.

Providers must adjust to receive the correct reimbursement if claims for dates of services on or after July 1, 2024, were billed with a lesser submitted charge, as the lower of billed charges payment logic applies.

Issue resolved 07/24/24.
