



# Provider News & Resources

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## Did You Know?

### Backdate Requests

Providers may request a backdate on an application in the Requesting Enrollment Effective Date field during the enrollment process. A backdate request does not need to be sent after the enrollment process. An earlier date may be requested before submitting the new application if a member was seen prior to the date of application.

Refer to the Provider Enrollment Portal Quick Guide: [Backdating a New Enrollment Application](#) located on the [Quick Guides web page](#) in the Enrollment section of the table for additional information.

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## **NEMT Provider Credentialing Program**

Health First Colorado (Colorado's Medicaid program) 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, formerly IntelliRide, manages driver and vehicle credentialing for all NEMT providers.

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. Complete the [Credentialing Request Form](#) and License Agreement. Providers will receive an email that includes a username, password and link to sign up for software training.
2. Participate in a credentialing software training session to learn how to use the software.
3. Visit [platform.procredex.com](https://platform.procredex.com) to upload the required driver and vehicle credentials.
4. Sign up for a vehicle inspection. Vehicle inspection is required. Visit the [Transdev Health Solutions website](#) for a list of dates and times for inspections.

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

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Contact ProCredEx Provider Support at [support@procredex.com](mailto: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.

### **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 [US.THSProviders@transdev.com](mailto:US.THSProviders@transdev.com) with questions.

### **Revalidating Enrollment with Health First Colorado**

**All NEMT providers must revalidate enrollment with Health First Colorado by September 30, 2024, regardless of the provider's original revalidation date.**

Providers will be notified when revalidation is available through the Provider Web Portal, and a link for revalidation will appear on the [Provider Web Portal](#). If a revalidation application is currently in process, refer to the instructions above for credentialing. All revalidation applications will be held until credentialing is approved through Transdev Health Solutions.

The credentialing certificate from Transdev Health Solutions **must** be submitted with the revalidation application. **Do not try to upload the certificate before receiving notification to revalidate.** Visit the [Revalidation web page](#) for additional information regarding the revalidation process.

Contact the [Provider Services Call Center](#) with any questions about revalidation.

**Note:** This information has previously been published in the [June through September 2024 Provider Bulletins](#), the [08/05/24](#) and [08/19/24](#) Provider Newsletters, on remittance advice effective 08/08/2024, and the What's New section of the [Provider News web page](#).

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## Pharmacy Providers: Reminder to Update Fax Numbers

Pharmacy providers are encouraged to ensure their fax numbers are accurate and current to receive important pharmacy fax blasts. Many pharmacies either do not have a fax number on file or have a corporate fax number on record.

Visit the [Provider Maintenance Quick Guide](#) for more information on updating the fax number.

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## Recently Updated Billing Manuals and Fee Schedules

### Billing Manuals

- [Appendix R - Remittance Advice \(RA\) Messages](#)
- [Appendix X - HCPCS/NDC Crosswalk for Billing Physician-Administered Drugs](#)
- [Behavioral Health Secure Transportation](#)
- [Immunizations](#)
- [Laboratory Services](#)
- [Outpatient Imaging and Radiology](#)

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

- [Brain Injury \(BI\), Community Mental Health Supports \(CMHS\) and Elderly, Blind and Disabled \(EBD\)](#)
- [Children's Habilitation Residential Program \(CHRP\) Waiver Program](#)
- [Children's Home and Community-Based Services \(CHCBS\) and Children with Life Limiting Illness \(CLLI\)](#)
- [Complementary and Integrative Health \(CIH\)](#)
- [Persons with Intellectual and/or Developmental Disabilities Waiver Programs & Targeted Case Management for Home and Community-Based Services Waiver Programs](#)

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

### Fee Schedules

- [Child Health Plan \*Plus\* Immunization](#) FY 2024 - 2025
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- [Clinical Diagnostic Laboratory Test, Upper Payment Limit 07/2022 - 07/2024](#)
- [HCBS Developmental Disabilities \(DD\), Supported Living Services \(SLS\), Children's Extensive Support \(CES\) July and August 2024](#)
- [Health First Colorado](#)
- [Immunization FY 2024 - 2025](#)

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

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## Known Issues

### Behavioral Health Providers

#### Some Claims for Behavioral Health Services Denying Explanation of Benefits (EOB) 2029

Some claims for behavioral health services for procedure codes 90791, 90832, 90834, 90837, 90846, 90847 are denying for (EOB) 2029 - "The Services Must Be Billed to the Member's RAE."

A resolution to this issue is in process.

Affected claims will be reprocessed.

## Resolved Issues

### Health First Colorado Fee Schedule

The Health First Colorado Fee Schedule for July 2024 is now posted on the [Provider Rates and Fee Schedule web page](#).

The new rates for dates of service beginning July 1, 2024, have been loaded into the Colorado interChange. New claims submitted will reflect the new rates.

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As of August 30, 2024, some claims have been reprocessed and claim reprocessing will continue in the upcoming weeks. Additional communications will be sent when previous claims have been reprocessed.

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**Specialty 619 Children's Habilitation Residential Program (CHRP)  
Providers:**

**Resolved 08/13/24: Some Claims with Procedure Code H2021 were  
Denying for Explanation of Benefits (EOB) 3530**

Some claims with procedure code H2021 for claims submitted between 07/30/24 and 08/08/24 were denying for "EOB 3530 - There is no rate on file for the date of service. Charges cannot be processed."

Affected claims were reprocessed on 08/19/24.

Issue resolved on 08/13/24.

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