



**COLORADO**  
Department of Health Care  
Policy & Financing

# Provider News & Resources

September 23, 2024 Issue 100

## *In This Issue:*

Provider Enrollment:  
License Reminder

NEMT Providers:  
Revalidation Date

Clinic Providers:  
New SUD Features

All Medication Prescribers:  
Prescriber Tool APM Stakeholder  
Meetings

Providers Required to Collect EVV:  
Proper Use of POS 99

Providers Utilizing EVV:  
IP Address Change

Reminder: Sign Up for Provider  
Email Communications

## **Provider Enrollment:**

### **License Reminder**

Providers may see an informational message for Explanation of Benefits (EOB) 3385 - " Provider license not active on date of service."

If this EOB message appears on the Remittance Advice (RA), providers must take **immediate** action to upload a **current** copy of the license via the [Provider Web Portal](#).

Refer to the [Update Licenses and Clinical Laboratory Improvement Amendments \(CLIA\) Quick Guide](#) for license instructions.

**Note:** Providers that do not update the license on file may see claim denials in the

Updated Billing Manuals and Fee Schedules

Resolved Known Issue: Health First Colorado Fee Schedule

Pediatric Behavioral Therapy Providers:  
Resolved Known Issue: Behavioral Therapy Reimbursements Discrepancy on Fee Schedule

***Upcoming Holidays:***

**Frances Xavier Cabrini Day - Monday, October 7, 2024**

State Offices and AssureCare will be closed.

Gainwell Technologies, DentaQuest and the ColoradoPAR Program will be open.

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## **Non-Emergent Medical Transportation (NEMT) Providers:**

### **Revalidation Date**

The revalidation deadline for NEMT providers is September 30, 2024.

### **Important Notes**

1. Some providers may be required to revalidate earlier based on their original enrollment date with Health First Colorado (Colorado's Medicaid program). Providers should refer to the Provider Revalidation Dates Spreadsheet located
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under [Revalidation Resources](#) on the [Revalidation web page](#) to obtain their revalidation date.

2. Claims submitted after November 30, 2024, will not be reimbursed until the provider completes the revalidation process.

Ensure timely completion of revalidation to avoid any disruption in reimbursements.

Revalidation is available through the [Provider Web Portal](#), where a link for revalidation appears. Refer to the instructions below for credentialing if a revalidation application is currently in process. All revalidation applications will be held until credentialing is approved through Transdev Health Solutions (formerly Intelliride).

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.

### **Credentialing and Revalidation Process**

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, which 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](#).

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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](#) 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.

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.

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](#), [08/19/24](#) and [09/09/24](#) 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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### **Substance Use Disorder - Clinic Providers (Provider Type 64):**

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## **New Substance Use Disorder (SUD) Features in the Provider Web Portal**

The [Provider Web Portal](#) has two (2) new features for Substance Use Disorder (SUD) providers which display for enrollment applications, maintenance requests and revalidation applications, effective September 18, 2024.

Refer to the [September 2024 Provider Bulletin \(B2400512\)](#) for more information.

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### **All Medication Prescribers:**

#### **Prescriber Tool Alternative Payment Model (APM) Stakeholder Meetings**

Health First Colorado providers receiving fee-for-service payments for outpatient pharmaceutical claims are invited to one of two virtual stakeholder meetings to present information about the updates being made to Year 2 of the Prescriber Tool Alternative Payment Model (APM).

Staff from the Department of Health Care Policy & Financing (the Department) will present an overview of the feedback received from Year 1 of the Prescriber Tool APM and provide updates being made to Year 2. Attendees are invited to learn, ask questions and provide feedback about the proposed changes. These meetings are identical and attendees need to choose only the meeting date and time that best fits their schedule.

**Meeting Dates and Times:** October 28, 2024, 2:00 to 3:00 p.m. MT **and** October 29, 2024, 7:30 to 8:30 a.m. MT.

**Registration and Location:** The meetings will be virtual via Zoom. Register in advance for the meetings.

- [Register for October 28, 2024, 2:00 to 3:00 p.m. MT](#)
- [Register for October 29, 2024, 7:30 to 8:30 a.m. MT](#)

Attendees will receive a confirmation email after registering that contains information about joining the webinar.

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Feedback will be gathered at the meetings and via a feedback form that will be shared with attendees. Contact Kyra Acuna at [HCPF\\_StakeHolders@state.co.us](mailto:HCPF_StakeHolders@state.co.us) to request a link to the feedback or a recording of the meeting.

Visit the [Prescriber Tool Alternative Payment Model web page](#) for more information about the Prescriber Tool APM.

**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 Kyra Acuna at [HCPF\\_StakeHolders@state.co.us](mailto:HCPF_StakeHolders@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 Kyra Acuna a [HCPF\\_StakeHolders@state.co.us](mailto:HCPF_StakeHolders@state.co.us) al menos una semana antes de la reunión para hacer los arreglos necesarios.

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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## **Providers Required to Collect Electronic Visit Verification (EVV):**

### **Reminder for Proper Use of Place of Service 99 for Live-in Caregiver EVV Exemption for Eligible Services**

The Department has identified potential improper billing of Electronic Visit Verification (EVV)-required services with Place of Service (POS) 99, indicating an EVV Live-in Caregiver (LIC) exemption when a live-in caregiver does not exist.

Refer to the following resources to address these concerns:

- [Operational Memo 20-051 - EVV Live-In Caregiver Exemption](#)
  - [Billing Manuals web page](#)
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These resources identify services eligible for the EVV LIC exemption. They outline the applicable billing methods and procedures for EVV LIC exemptions and can also help to avoid billing errors, claim denials and risk for recoupment.

All providers are strongly encouraged to review the applicable billing manual to confirm the correct POS code is being billed.

Some service types are ineligible to use the EVV LIC exemption but are allowed to use POS 99 for "Other - community location." These services are Pediatric Behavioral Therapy (PBT), Occupational Therapy (OT), Physical Therapy (PT) and Speech Therapy (ST). In these cases, the services must have EVV for claims payment.

All other services that require EVV are eligible for the LIC EVV exemption. Providers that previously used POS 99 to indicate information other than Live-in Caregiver designation are advised that this POS was repurposed in May 2020 to identify services provided by Live-in Caregivers. As a reminder, utilizing POS 99 for Live-in Caregiver-exempted services requires completed LIC documentation on file.

Prompt attention to this matter is appreciated. Contact the EVV Team using the [EVV Inbox Submission Form](#) or email [EVV@state.co.us](mailto:EVV@state.co.us) with any questions.

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## **Providers Utilizing Electronic Visit Verification (EVV):**

### **EVV IP Address Change**

Sandata will perform firewall maintenance and update the IP address on September 28, 2024, at 8:00 p.m. ET. This update will occur instantly, with no disruption to services.

Provider's **IT Security or Network administrators will need to add the IP range 208.64.40.0/23** to ensure continuous access to Sandata applications.

Failure to add the new address to a whitelist may result in disrupted access to Sandata systems and resources including: Sandata EVV, Sandata EVV Enhanced, Sandata Fuse Agency Management, DataPlus, ProviderPro and Business Intelligence. Ensuring this change is made promptly will help avoid any access restrictions.

This change will not affect visit capture technologies including the Sandata Mobile Connect

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(SMC) application and Telephony Visit Verification (TVV) for caregivers to call in and call out.

Contact Customer Support via Sandata On-Demand with any questions.

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## **Reminder to Sign Up for Provider Email Communications**

Recipients of this email are already signed up to receive Provider Bulletins, newsletters and general announcements. To receive mails 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 help to ensure that providers receive emails specific to their organization's claims. The email address associated with the mailing address in the Provider Web Portal will be used for provider communications.

Refer to the [Provider Maintenance Quick Guide](#) for instructions on how to access and update the email address on file.

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

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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](#)
  - [Immunization](#)
  - [Non-Emergent Medical Transportation \(NEMT\)](#)
  - [Private Duty Nursing](#)
  - [Telemedicine](#)
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Visit the [Billing Manuals web page](#) to locate all published manuals.

## Fee Schedules

- [Developmental Disabilities \(DD\), Supported Living Services \(SLS\), Children's Extensive Support \(CES\)](#) July and August 2024
- [Health First Colorado](#) July 2024
- [Prenatal Plus and Special Connections](#) 2024
- [Transportation](#) 2024 - 2025

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

## 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.

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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### Pediatric Behavioral Therapy Providers

#### Resolved 09/10/24:

#### Behavioral Therapy Reimbursements Discrepancy on Fee Schedule

Some Behavioral Therapy providers billing for procedure code 97153 noted a discrepancy between the reimbursement amount paid versus the reimbursement amount listed in the Fee Schedule. The paid rate of \$17.89 is correct and the July 2024 fee schedule has been

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updated to reflect this rate.

Issue resolved 09/10/24.

