



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

# Provider News & Resources

September 30, 2024 Issue 101

## ***In This Issue:***

NEMT Providers:  
Moratorium on New Enrollments

NEMT Providers:  
Revalidation Reminder

Updated Billing Manuals and Fee  
Schedules

Resolved Known Issue: Health First  
Colorado Fee Schedule

Known Issue: ASC Correction Rate  
Schedule

Known Issue: Short-Term Behavioral  
Health Services and Speech Therapy  
Units Unavailable in Portal

## ***Featured Resource:***

[Special Provider Bulletin - Synagis®  
Vaccine Benefit \(B2400513 - 10/24\)](#)

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

### **Moratorium on New Enrollments for NEMT**

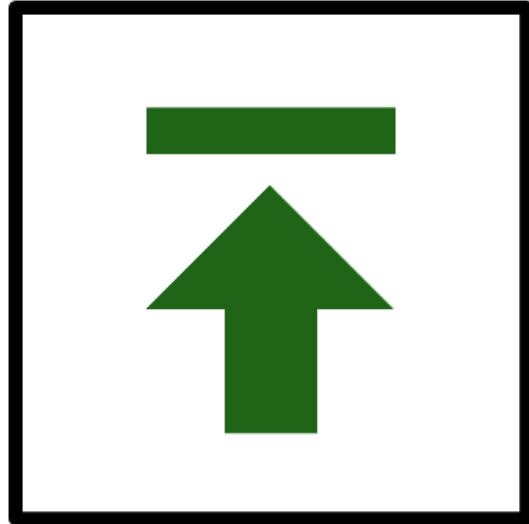
The moratorium of six (6) months on new enrollments approved by the Centers for Medicare & Medicaid Services (CMS) for Non-Emergent Medical Transportation (NEMT) has been extended for another six months and will be in effect until at least April 1, 2025.

***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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**Revalidation Reminder:**

NEMT providers are reminded to revalidate.

**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 under [Revalidation Resources](#) on the [Revalidation web page](#) to obtain their revalidation date.
2. Claims submitted after the revalidation date will not be reimbursed until the provider completes the revalidation process.

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

A link for revalidation will appear on the [Provider Web Portal](#) prior to the revalidation due date. 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

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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
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 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](#) 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) with questions about the credentialing process.

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**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 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](#), [09/09/24](#) and [09/23/24](#) 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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## **Recently Updated Billing Manuals and Fee Schedules**

### **Billing Manuals**

- [Behavioral Health Secure Transportation \(BHST\)](#)
- [Obstetrical Care](#)

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

### **Fee Schedules**

- Ambulatory Surgical Centers (ASC): [List of All ASC Codes and Respective Groupers](#)
- [Durable Medical Equipment \(DME\) 2024](#)
- [Immunization Rates 2024-2025](#)

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

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## Resolved Issues

### Resolved 08/12/24:

#### Health First Colorado Fee Schedule

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

The new rates for dates of service beginning July 1, 2024, were loaded into the Colorado interChange on 08/12/24. Claims submitted will reflect the new rates.

All affected claims were reprocessed as of September 26, 2024.

Issue resolved 08/12/24.

## Known Issues

### Ambulatory Surgical Centers (ASC):

#### Correction: Rate Schedule

Some groupers for Ambulatory Surgical Centers (ASC) were reflecting the incorrect rates for dates of service July 1, 2024, and later.

A resolution to this issue is in process. Affected claims will be reprocessed.

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.

A list of ASC codes and respective groups was posted on the [Provider Rates and Fee Schedule web page](#) under the [ASC Rate Schedule](#) section.

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## **Short-Term Behavioral Health Service Information and Speech Therapy Units Currently Unavailable in Provider Web Portal**

Some providers using the [Provider Web Portal](#) may not see information in the Limit Details section when checking remaining service units for Short-Term Behavioral Health services and Speech Therapy units.

A resolution to this issue is in process.

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