



Provider News & Resources

September 4, 2020 | Issue 1

In This Issue:

Provider Revalidation Requirements & Provider Revalidation Dates Spreadsheet

Provider Rates & Fee Schedule Web Page

COVID-19 Labor & Delivery and Breastfeeding Guidance

ClaimsXten™ Training Schedule & Information

Resolved 8/24/20: Duplicate Payments for Some Pharmacy Claims

Healthy Communities Transition to the Accountable Care Collaborative (ACC)

Health First Colorado App Now Available for Members

Here for YOU, Colorado! Web Page Now Available for Members

Colorado Indigent Care Program (CICP) Application Signature Collection End Date Extended

Home Community Based Services (HCBS) Adult Day Service Update

Featured Resources:

[Provider Contacts Web Page](#)

[Provider Leader Resource Center](#) **NEW!**

[September 2020 Provider](#)



Provider Revalidation Requirements & Provider Revalidation Dates Spreadsheet

Revalidation is underway. Child Health Plan *Plus* (CHP+) and Health First Colorado (Colorado's Medicaid

Program) providers must revalidate in the program every five (5) years to continue as a provider.

Providers can find their upcoming revalidation deadline by checking the new Provider Revalidation Dates spreadsheet, now available on the [Revalidation web page](#) under the Health First Colorado and CHP+ Provider Revalidation section.

Visit the [Revalidation web page](#) for additional information and links to helpful resources. Providers are also encouraged to review the [Special Revalidation Newsletter](#) and [Special Revalidation Newsletter II](#), available on the [Provider News web page](#) under the Newsletters > 2020 drop-down section.

Provider Rates & Fee Schedule Web Page

Effective July 1, 2020, updates were done to the Health First Colorado Fee Schedule. The [Provider Rates & Fee Schedule web page](#) contains the rates and fee schedules dating back to Fiscal Year 2017-2018. Not all codes are listed on the Health First Colorado Fee Schedule, so providers are advised to check all fee schedules which apply to their billing practices. If a code is not listed on the Health First Colorado Fee Schedule, it may be listed on a benefit-specific fee schedule.

COVID-19 Labor & Delivery and Breastfeeding Guidance

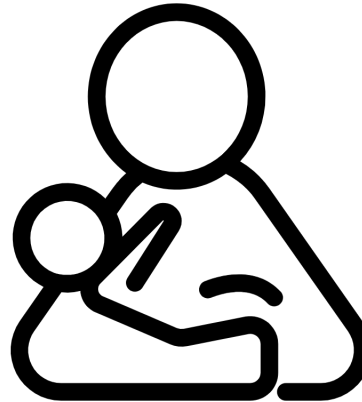
The Colorado Department of Public Health & Environment recently published a [newsletter](#) with some important information on COVID-19 for maternity care service providers, including a recently developed [COVID-19 guidance document for labor and delivery and breastfeeding](#). This guidance document is available on the [COVID-19 Information for Health First Colorado and CHP+ Providers and Case Managers web page](#) under the Billing

Upcoming Holidays:

Labor Day - Monday, September 7, 2020 - State Offices, DentaQuest, DXC and the ColoradoPAR Program will be closed.

The receipt of warrants and EFTs may potentially be delayed due to the processing at the United State Postal Service or providers' individual banks.

Upcoming holidays are posted to the [Provider Resources web page](#) and on the last page of every monthly [Provider Bulletin](#).



ClaimsXten™ Training Schedule & Information

The ClaimsXten™ training sessions will be conducted by DXC Technology (DXC) during the month of September. Providers are encouraged to visit the [Provider Training web page](#) for the latest updates and information on the ClaimsXten™ training session schedule as dates and times are subject to change.



Refer to the September 2020 Provider Bulletin (B2000452), available on the [Bulletins web page](#) under the 2020 drop-down section, for more information.

This entry has been updated since its original publication.

Resolved 8/24/20: Duplicate Payments for Some Pharmacy Claims

Some pharmacy claims submitted between 5/2/20 and 8/23/20 received duplicate payments. Not all pharmacies were affected by this issue.

Claims will be reprocessed by DXC and funds will be recouped in the coming months. A future communication will be sent the week prior to the recoupment. This information will appear on the Remittance Advice. Providers are encouraged to not submit voids directly.

Contact Magellan at COMedicaidSupport@magellanhealth.com with any questions or concerns regarding this upcoming recoupment.

Issue resolved 8/24/20

Healthy Communities Transition to the Accountable Care Collaborative (ACC)



Effective July 1, 2020, the work of the Healthy Communities Program has transitioned to the Department of Health Care Policy & Financing (the Department) Regional Accountable Entities (RAEs). Historically, the Healthy Communities Program provided outreach to newly enrolled families with

children under the age of 21 and pregnant women enrolled in Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+). Moving forward, this outreach will be performed by the RAEs and the Managed Care Entities (MCEs) as it aligns well with their existing work and provides cost savings opportunities.

The Department would like to thank the many Health Communities staff members and partners who worked so hard to help improve the lives and health of the people served.

The [RAEs](#) will now handle Health First Colorado member questions concerning providers and benefits. The [county departments of human/social services](#) will answer questions about member applications and eligibility status. The [CHP+](#) customer service will answer any CHP+ member questions at 1-800-359-1991.

Contact Jeff Helm at Jeff.Helm@state.co.us for more information.

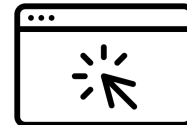
Health First Colorado App Now Available for Members

The free Health First Colorado app is now available for download from Google Play and the Apple Store. Providers are encouraged to let members know they can download and use the app to:

- Check active coverage status
 - Learn about benefits
 - Update case information
 - Find providers
 - View member ID card
 - Pay premiums and enrollment fees (for Buy-In and CHP+ members)
 - Contact the Nurse Advice Line, Colorado Crisis Line and Quitline
-

Here for YOU, Colorado! Web Page Now Available for Members

As many Coloradans struggle with job loss resulting from the COVID-19 pandemic, the Department is here to keep Coloradans covered with health insurance through Health First Colorado (Colorado's Medicaid Program) and Child Health Plan *Plus* (CHP+).



It is critical that Coloradans know they can apply for health coverage at any time and that it is easy to do. Providers are encouraged to help spread the word to members.

The materials available on the new [Here for YOU, Colorado! web page](#) are intended for distribution by our many partners to help reach Coloradans who need health care coverage, and to help recruit more health care providers to help serve the more than 1.3 million current members and more than 500,000 new members expected to enroll by the end of this year.

Colorado Indigent Care Program (CICP) Application Signature Collection End Date Extended

The end date for collection of client signatures for the CICP application has been extended to October 31, 2020. Several options are available to collect signatures remotely:

- Mail, email or fax. An applicant may sign an application and return it via mail, email or fax.
 - Pictures of the signed documents taken with an applicant's phone or camera and emailed are also acceptable, as long as the information is all legible.
 - An applicant who can receive the application via email but who has no way to print it may agree to the rating via return email, which shall act as their signature.
- Phone. If an applicant does not have any way to access the application and return it, phone verification of the applicant's agreement to their determination and rating are acceptable. This method should be used as infrequently as possible, and only for applicants who do not have access to email or a printer, or who are quarantined in the hospital and it is not feasible for

them to physically sign the application.

The new signature policy above also applies to the lawful presence affidavit signatures. However, applicants are still responsible for providing a lawful presence document to prove they are lawfully present. Under current CACP rules, providers are allowed to accept copies of these documents, so scans or pictures are acceptable, as long as all information is legible.

Home Community Based Services (HCBS) Adult Day Service Update



The Department is authorizing additional changes for the Basic Adult Day Services (ADS) within the HCBS Brain Injury (BI), Community Mental Health Supports (CMHS), Elderly, Blind and Disabled (EBD), and Spinal Cord Injury (SCI) waivers. These provisions will allow for day program services to be delivered using a more flexible, person-centered approach.

- Effective September 14, 2020, providers will be able to bill for Basic Adult Day Services for the CMHS, EBD, and SCI waivers provided under the three (3)-tier structure.
 - Providers for BI Adult Day Services may bill for services provided under the two (2)-tier structure.
 - Operational Memo 20-087 containing the tier structures is available on the [2020 Memo Series Communications web page](#) and provides further direction regarding changes to service planning, procedure codes and billing instructions.
-

Please do not reply to this email; this address is not monitored.
