



Provider News & Resources

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Upcoming Holidays:

**Memorial Day - Monday, May
31** - State Offices, the
ColoradoPAR Program,
DentaQuest and Gainwell
Technologies will be closed.

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

Provider Web Portal Maintenance Sunday, May 16

The Provider Web Portal will be down for maintenance on Sunday, May 16, 2021, from 2 p.m. to 10 p.m. MT. Providers will be unable to access the Portal during this time. We apologize for the inconvenience.



Vaccination Toolkit for Providers

More physicians are beginning to administer vaccinations to the population as Colorado's vaccine supply is becoming readily available. The Colorado Department of Public Health &

Environment (CDPHE) [created a communications toolkit for Primary Care Physicians \(PCPs\)](#) to help encourage patients to get vaccinated.

Primary care providers are a trusted source of information for members and play an important role in the effort to increase COVID-19 vaccination uptake in Colorado. The toolkit contains ready-to-use email, text, and social media messages encouraging patients to get vaccinated or to set up an appointment. Messages have also been translated into Spanish. The toolkit also includes links to graphics and print resources.

New Division of Insurance (DOI) Brochures on Mental Health and Preventive Benefits

The Colorado Division of Insurance (DOI) has developed two new free pieces of printed materials about mental/behavior health parity and preventive benefits:

- The "[Mental/Behavioral Health Parity Booklet](#)" is an eight-page guide designed for health care consumers to address what Mental/Behavioral Health Parity is, how to tell when benefits have been unfairly denied, people's rights and protections and additional mental/behavioral health resources.
- The "[Preventive Services](#)" rack card is a simple front and back card for consumers that discusses preventive health services and how they work under health insurance.

providers' individual banks.

Please feel free to print these materials and share them with patients and staff. Contact Vincent Plymell (DOI) at Vincent.Plymell@state.co.us with any questions about these brochures.

Telehealth Survey - Share Experiences Using Telehealth to Drive Statewide Innovation

It is a dynamic time for telehealth advancement in our state and nation. The Office of eHealth Innovation and Prime Health launched Regional Telehealth Learning Collaboratives to collect insights that will create a set of strategies and recommendations for statewide telehealth infrastructure. The office needs input from health care leaders around Colorado. Please consider taking this 20-minute [survey](#) to share information about telehealth in your practice as well as your own experiences with telehealth.

Contact the Program Manager, Katrina Chaffin, katrina@primehealthco.com for questions regarding the survey.

Featured Quick Guide: Electronic Funds Transfer (EFT) Update in Provider Web Portal

If EFT information has changed since enrollment and needs to be updated, the EFT update must be submitted through the Provider Web Portal. Refer to the [Updating an EFT Provider Web Portal Quick Guide](#) for more information.

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

Resolved Issues

Anticipated Resolution 5/14/21

Hospital Claims Not Included in Managed Care Organization (MCO) Interim Solution Denying for Explanation of Benefits (EOBs) 2029, 2030, 2031 and 2580

Some hospital provider claims where the member is not actively enrolled in an MCO on the from date of service (FDOS) were not included in the interim solution and denied for one of the following:

- EOB 2029 - The Services Must Be Billed to The Members RAE.
- EOB 2030 - The Services Must Be Billed to Denver Health Medicaid Choice Plan.
- EOB 2031 - The Services Must Be Billed to Rocky Mountain Health Plan Prime.
- EOB 2580 - The services must be billed to the HMO/PHP/BHO listed on the eligibility inquiry.

It is anticipated that affected claims will be reprocessed 5/14/21.

Anticipated resolution 5/14/21

Resolved 5/4/21

Supply Claims for E2361 Billed with KR, RR or RB Modifiers Denying for Explanation of Benefits (EOB) 1381 or 4211

Some supply claims for procedure code E2361 with dates of service on or after 10/1/20 billed with the KR, RR or RB modifiers are denying for:

- EOB 1381 – "No billing rule for procedure." or
- EOB 4211 – "Modifier is invalid for procedure code. Refer to the Provider Manual, Help Screens, CPT or HCPCS listing for valid modifiers."

Claims were reprocessed 5/10/21.

Issue resolved 5/4/21

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