



Provider News & Resources

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Upcoming Holidays:

Independence Day, - Monday, July 5 - State Offices, the ColoradoPAR Program, DentaQuest and Gainwell Technologies will be closed.

Did You Know?

Verify Member Eligibility



Providers are reminded to verify member eligibility prior to rendering services. It is critical for providers to always check the eligibility response at each visit as eligibility may change. Obtaining prior authorization is not a guarantee of eligibility.

Providers are required to verify eligibility for each date of service through either the Provider Web Portal or batch X12N 270. Providers must review the entire eligibility response to ensure the benefit plan includes the type of service the provider is rendering.

Member eligibility verification is available electronically, 24 hours a day, 7 days a week. Eligibility information is updated daily, except for weekends and State holidays.

Updated: Fee Schedules

The [Health First Colorado](#) and [Immunization](#) fee schedules have been updated to reflect the minimum age for the COVID-19 vaccine.

Home and Community-Based Services (HCBS): COVID-19 Rate

Effective April 1, 2021, the enhanced rate for Alternative Care Facilities (ACF) has been reduced to the pre-COVID-19 rate of \$64.89.

Visit the [Provider Rates and Fee Schedules web page](#) for a full list of rates.



Reminder: Timely Filing Policy for Delayed Member Notification

Providers are expected to take appropriate and reasonable action to identify Health First Colorado eligibility within 365 days (timely filing guidelines). Some examples of appropriate action include:

- Reviewing past medical and accounting records for eligibility and billing information for services provided
- Requesting eligibility information from the referring provider or facility where the member was seen
- Contacting the member by phone and email and mail
- Verify eligibility via the Provider Web Portal or via batch

It is not effective to rely solely on billing statements, member notification, or collection agencies as the only means of obtaining eligibility and billing information. If the timely filing period expires because the provider is not aware that the member is Health First Colorado eligible, the fiscal agent is not authorized to override timely filing.

This information can be found in the [General Provider Information Manual](#).

Featured Quick Guide: Administrative Password Reset Process

The administrative account gives the user full access to the functionality available within the Provider Web Portal. Providers may have **one** account admin on the administrative account.

Refer to the [Administrative Password Reset Process](#) in the Portal Quick Guide for illustrated step-by-step instructions.

Note: The temporary password must be typed into the Password field of the Provider Web Portal. The temporary password cannot be copied and pasted.

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

Recently Published Billing Manuals

- [Appendix X - HCPCS and NDC Crosswalk for Billing Physician-Administered Drugs](#)

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

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