



Provider News & Resources

January 16, 2023 Issue 61

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Authenticating When Contacting the Provider Services Call Center

An additional verification will soon be required when a provider contacts the [Provider Services Call Center](#).

The fiscal agent is now asking for the caller to provide an 8- to 10-digit Health First Colorado (Colorado's Medicaid program) ID and the National Provider Identification (NPI) (if applicable) to release Health Insurance Portability and Accountability Act (HIPAA) protected information.

Refer to the [December 2022 Provider Bulletin \(B2200487\)](#) for more information.

Enrollment Processing Timelines

New applications, revalidations and enrollment updates are currently being

[Special Provider Bulletin](#)
[- Healthcare Common Procedure Coding System \(HCPCS\) Updates for 2023 \(B2200489\)](#)

Upcoming Holidays:

**Martin Luther King, Jr. Day -
Monday, January 16, 2023**

**President's Day - Monday,
February 20, 2023**

State Offices and the ColoradoPAR Program will be closed.

Gainwell Technologies and DentaQuest will be open.

processed by the Department's fiscal agent within 5 business days on average.

Visit the [Provider Enrollment web page](#) for more enrollment information.

Revalidation Reminder

Providers are reminded of the requirement to submit revalidation applications according to their scheduled due date. Claims may be denied or suspended if revalidation has not been completed.

Visit the [Revalidation web page](#) and refer to the Provider Revalidation Dates Spreadsheet.

Public Health Emergency (PHE) Extension

Health and Human Services Secretary Xavier Becerra has [formally extended the Public Health Emergency \(PHE\)](#). The PHE can be extended for up to 90 days at a time. This extension started January 11, 2023, and will next be evaluated by April 11, 2023. The Biden administration has indicated that they will provide a 60-days advance notice by February 10, 2023, before any end to the PHE.

Visit the [Public Health Emergency Planning web page](#) for more information.

Reminder: Verify Primary Insurance Coverage

Health First Colorado is the payor of last resort. Providers are reminded to check member

eligibility to verify primary insurance coverage.

Medicare and commercial insurance carriers must be billed prior to submitting a claim to Health First Colorado. The date of payment or denial must be indicated on the claim form. The explanation of benefits must be retained but is **not required** to be attached to the claim.

Providers and billers are encouraged to review the [Submitting a Claim with Other Insurance or Medicare Crossover Information](#) Quick Guide.

Recently Updated Billing Manuals

- [Obstetrical Care](#)
- [Qualified Residential Treatment Program \(Q RTP\)](#)

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

Known Issues

COVID-19 Vaccine Claims with Procedure Codes 0044A and 90471 are Denying for Explanation of Benefits (EOB) 7809 and/or EOB 1381

Some claims for COVID-19 vaccines with procedure codes 0044A and 90471 are denying for Explanation of Benefits (EOB) 7809 - "Only one new patient visit is allowed to the same provider group practice and specialty within three years." and/or EOB 1381 - "No billing rule for procedure."

A resolution to this issue is anticipated on January 18, 2023.

Affected claims will be reprocessed in the following weeks.

Resolved Issues

Resolved 12/28/22

**Home & Community-Based Services (HCBS) In Home Support
Services (IHSS) Claims for H0038 with the U5 Modifier
Paid at Incorrect Rate**

Some IHSS claims for procedure code H0038 billed with the U5 modifier for dates of service on or after 1/1/2022 were being paid at an incorrect rate. The rate for Health Maintenance Services, Outside Denver County on the Children's Home and Community Based Services waiver was decreased in error during the month of December 2022.

Affected claims were reprocessed on 1/9/23.

Issue resolved 12/28/22.
