



Provider News & Resources

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Provider Communication Resources

Providers are reminded to check the following resources to locate current and past communications.

Visit the [Provider News web page](#) to review:

- What's New
- Newsletters
- Emails to Providers

Visit the [Known Issues and & Updates web page](#) to review:

- General Updates
- Known Issues and Resolved Issues

Visit the [Bulletins web page](#) to review:

- Bulletin Index
- Bulletins

Upcoming Holidays:

**Memorial Day -
Monday, May 29, 2023**

State Offices, the ColoradoPAR Program, DentaQuest and Gainwell Technologies will be closed.

Visit the main [For Our Provider web page](#) to navigate to other resources.

Provider Revalidation Timelines

Revalidation due dates may be delayed by the amount of time the Public Health Emergency (PHE) was in place with an additional six months for those revalidation due dates that occurred during the PHE.

Effective November 12, 2023, the flexibility that paused disenrollment for providers past their revalidation date during the COVID-19 PHE is ending. Providers with revalidation due dates of October 1, 2020, through November 11, 2023, will be given a post-PHE grace period to complete the revalidation process. Providers will be notified of their new revalidation date. Providers will be sent another notification 6 months prior to their revalidation date.

Providers with revalidation due dates between October 1, 2020, through November 11, 2023, with **no claims activity in the last 3 years** must revalidate by November 11, 2023.

Providers that do not complete the revalidation process by their revalidation due date will be subject to claim denials or disenrollment.

Providers with revalidation applications that are currently in process must complete the process by November 11, 2023, or by their revalidation date, whichever comes first.

Visit the [Revalidation web page](#) for more information.

Case Managers:

Care and Case Management (CCM) System

The Care and Case Management (CCM) System is anticipated to be available for case managers starting July 5, 2023.

The CCM system is currently being tested to ensure the best performance and quality.

Updates will be sent in future newsletters and bulletins. Visit the [Care and Case Management System web page](#) for additional information.

Regional Accountable Entities (RAEs), Primary Care Medical Providers (PCMPs) and Child Health Plan *Plus* (CHP+) Providers, and Managed Care Providers

Member ID Card Phone Numbers

Regional Accountable Entities (RAEs), Primary Care Medical Providers (PCMPs) and Child Health Plan *Plus* (CHP+) Providers, and Managed Care Providers numbers are listed as the contact number on Member ID cards, digital ID cards in PEAK and the Health First Colorado (Colorado's Medicaid Program) mobile applications.

Any recent updates to the **Service Location Office Phone Number** field that providers have made via the [Provider Web Portal](#) have not been reflected on Member ID cards and the Health First Colorado mobile application.

A resolution is currently in process to ensure that contact information is updated for members.

Recently Updated Billing Manuals

- [Appendix X - HCPCS and NDC Crosswalk for Billing Physician-Administered Drugs](#)
 - [Audiology](#)
 - DMEPOS - [Wheelchair Benefit Coverage Policy](#)
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Visit the [Billing Manuals web page](#) to locate all published manuals.

Known Issues

Trading Partners and/or Submitters: Batch Files

Some submitters are currently experiencing issues sending batch files depending on the Secure File Transfer Protocol (SFTP) client used.

A resolution is currently in progress.

Use the following link as a temporary solution if the SFTP client is failing:

<https://mft.gainwelltechnologies.com/colorado-fts>.

Note: An attention banner was posted on Friday, May 5, 2023, on the [Electronic Data Interchange \(EDI\) Support web page](#) with this information.

Resolved Known Issues

Resolved 04/26/23

Some Claims for Adult Home Health Services Denying for Prior Authorization

Some claims for adult home health services may have been denied due to no Prior Authorization (PA) being found as some PAs were not entered into the Colorado interChange. Data entry has been delayed on more recently submitted PA requests. Please allow at least three business days prior to sending an email inquiry to hcpf_lthhpars@state.co.us.

Affected claims were reprocessed on 05/04/23, however, some claims must be resubmitted by the provider with the correct date plan established.

Issue resolved 04/26/23.

Resolved 05/03/23

**Hospital Inpatient Claims Denying Explanation of Benefits
(EOB) 2303 - "Hospital Readmission too close to last discharge"**

Some hospital inpatient claims submitted after 03/24/23 were denying and then suspending for EOB 2303 - "Hospital Readmission too close to last discharge".

Affected claims were reprocessed 05/04/23.

Issue resolved 05/03/23.

Resolved 05/04/23

**Some Durable Medical Equipment (DME) Supply Claims
Paying at Incorrect Rate**

Some DME claims with Procedure Codes, A4267, A4268, A4269, A4351, A4352, E1130, E1140, K0739 and K0740 were paying at the old default rate instead of the DME rural and non-rural rate.

Affected claims will be reprocessed.

Issue resolved 05/04/23.
