![Colorado Department of Health Care Policy & Financing logo]

Provider News & Resources

June 26, 2023 Issue 71

Upcoming Holidays:

Assisted Living Providers

**American Rescue Plan Act (ARPA) 4.02
Promoting Single Occupancy Grant - Phase 2**

**Application Deadline:
Wednesday, July 5, 2023**

Congregate care residential settings providers saw the necessity for single occupancy rooms to prevent the spread of disease and promote independence and autonomy in the midst of a global pandemic.

Through funding provided by Section 9817 of ARPA, the Department of Health Care Policy & Financing (the Department) has created the 4.02 Single Occupancy Grant Program to offer payments for providers to convert more space to single occupancy rooms. The Department has allocated $20 million for these payments, with a maximum of $1 million per

Governor's Holiday - Monday, July 3, 2023

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

Independence Day - Tuesday, July 4, 2023

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

awardee.

Refer to the email American Rescue Plan Act (ARPA) 4.02 Promoting Single Occupancy Grant - Phase 2 - 6-22-2023 for more information.

All Providers

Member Co-Pay Reductions

Most existing Health First Colorado (Colorado's Medicaid program) member co-pays are being reduced to $0 in accordance with Senate Bill (SB) 23-222 and SB 23-214, effective July 1, 2023.

This change will be effective for members eligible for Title XIX, the Alternative Benefits Plan (ABP) and the Old Age Pension (OAP) Health and Medical Care Program. Other special programs administered by the Department of Health Care Policy & Financing (the Department), such as the Child Health Plan *Plus* (CHP+), will continue to have co-pays as normal.

The list of services reducing their co-pay amounts to $0 includes:

- Inpatient hospital services
- Outpatient hospital services
- Optometrist visits

- Podiatrist visits
- Primary Care Physician (PCP) and specialist services
- RHC visits
- FQHC visits
- Durable Medical Equipment (DME) and disposable supply services
- Laboratory services
- Radiology services
- Prescription drugs or refill services

Outpatient hospital non-emergent emergency room visits will continue to carry an $8 co-pay per visit. Exemptions to co-pays will continue to apply. Visit the Co-Pay Information for Providers web page for a full list.

Claims with dates of service prior to July 1, 2023, will still have these co-pays assessed.

Providers are encouraged to reference the Provider Web Portal when meeting with a member to ensure the member's eligibility and if these reductions apply.

Refer to the Verifying Member Eligibility and Co-Pay Quick Guide for more information.

Physician Services

eConsult Platform Informational Update

A statewide Medicaid electronic consultation platform called the eConsult platform is being implemented by the Colorado Department of Health Care Policy & Financing (the Department). This platform will promote the Department's mission to improve healthcare equity, access and outcomes for the people served.

The eConsult platform will enable asynchronous (store and forward) clinical communications between a Primary Care Medical Provider (PCMP) and a specialty provider. The PCMP will be able to transmit an electronic clinical question to a specialty provider and medical information will be reviewed by the specialty provider. The specialty provider will be able to review the case without the member being present. The specialty provider will then provide electronic medical consultative guidance that assists the PCMP in the diagnosis or management of the member's health care needs or facilitates the appropriate referral for a face-to-face visit with a specialty provider when clinically appropriate.

The Centers for Medicare & Medicaid Services (CMS) has approved the contract for the eConsult Platform.

Safety Net Connect was awarded the eConsult vendor contract; the design, development and implementation of the eConsult Platform are underway. It is anticipated that the platform will be up and running in early 2024. Additional provider communications on this topic will be published as needed.

Anticipated Timeline

- Fall/Winter 2022 - Contract Negotiations
- Spring 2023 - Centers for Medicare & Medicaid Services (CMS) Review of Contract
- Summer/Fall 2023 - Implementation Activities
- Winter 2024 - eConsult platform Go Live

Note: The timeline is subject to change without prior notice and is only provided as a reference.

Visit the eConsult Platform web page or email HCPF_econsult@state.co.us for more information.

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

Resolved 06/15/23: Member ID Card Phone Numbers

The phone numbers of Regional Accountable Entities (RAEs), Primary Care Medical Providers (PCMPs), Child Health Plan *Plus* (CHP+) Providers and Managed Care Providers 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 are now reflected on Member ID cards and the Health First Colorado mobile application.

Issue resolved 06/15/23.

Recently Updated Billing Manuals and Fee Schedules

- 340B Policy and Procedures

Visit the Billing Manuals web page to locate all published manuals.

- ACF PETI - Non-Denver
- EMT & NEMT
- Hospital Discounted Care
- Immunizations
- Physician-Administered Drugs

Visit the Provider Rates and Fee Schedule web page to locate all published fee schedules.

Known Issues

National Provider Identifier (NPI)
Error with Revalidation Applications

Some providers are currently experiencing issues resubmitting returned Revalidation applications. Providers are incorrectly seeing an error showing a provider's National Provider Identifier (NPI) number being already in use.

A resolution is currently in progress.

Resolved Known Issues

Physician-Administered Drugs (PAD) Providers

Resolved 06/09/23

PAD Claims Paid or Denying due to HCPCS/NDC Crosswalk File

Some claims that have Physician-Administered Drugs (PADs) with dates of service (DOS) 04/01/23 - 06/07/23 were denied due to an issue with the HCPCS/NDC Crosswalk file.

Claim reprocessing started on 06/09/23 and was completed on 06/16/23.

Issue resolved 06/09/23.

Resolved 06/16/23

Durable Medical Equipment (DME) Supply Claims Suspending Explanation of Benefits (EOB) 3530

Claims billed with procedure code E1399 and Modifier U1 for dates of service (DOS) 04/07/23 - 06/16/23 were suspending for EOB 3530 - "There is no rate on file for the date of service. Charges cannot be processed."

This only impacted claims with both E1399 and Modifier U1. Claims with E1399 and no modifier are processing normally.

Affected claims were recycled on 06/23/23.

Issue resolved 06/16/23.