



COLORADO
Department of Health Care
Policy & Financing

Provider News & Resources

April 21, 2025 Issue 114

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Provider Web Portal Secure Correspondence Link Decommissioned Effective April 17, 2025

Effective April 17, 2025, the Secure
Correspondence link is no longer available
in the [Provider Web Portal](#) on the following
Portal web pages after login:

- Home Page
- Member Focused Viewing Page
- Manage Accounts
- Disenroll status

The [Provider Services Call Center](#) may be
contacted to assist with questions about
files that were sent through Secure
Correspondence prior to that date.

[View Prior Authorizations in the Portal Quick Guide](#)



Provider Services Call Center Vendor Transition to Optum Will be Effective May 1, 2025

[Providers are reminded](#) that management of the [Provider Services Call Center](#) will transition from Gainwell Technologies (Gainwell) to OptumInsight (Optum). On May 1, 2025, Optum will officially take over management of the Provider Services Call Center.

What is changing for providers?

- **The Provider Services Call Center phone number will change.** The Department will update the phone number on the [Provider Contacts web page](#) and notify providers of the new number through [regular communication channels](#).
- Providers will be able to select a callback option to avoid waiting on hold. When this option is selected, an agent will call the provider back in the order the call was received.
- The use of Secure Correspondence in the [Provider Web Portal](#) has been discontinued. **The last day secure correspondence through the Provider Web Portal was accepted was April 16, 2025.**
 - The Department will share news about planned future enhancements to replace the functionality of Secure Correspondence.

What is not changing for providers?

- Gainwell will continue as the vendor for the Colorado interChange and the Provider Web Portal, meaning many provider-facing functionalities and processes will stay the same, including:
 - Provider Web Portal general functionality and password resets (excluding Secure Correspondence)
 - Provider payment and remittance advice
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- Provider enrollment and revalidation
- Alternate call center supports (e.g., Member, Pharmacy, Care and Case Management [CCM], Regional Accountable Entities [RAEs]). Visit the [Provider Contacts web page](#) for a complete list of assistance resources.

Providers will **no longer contact Gainwell** for assistance. Optum agents have access to Gainwell's systems and have been trained to assist providers with questions about the above topics.

Visit the [Colorado Medicaid Enterprise Solutions \(CMES\) Transition web page](#) for more information.

Billing Training: Medicare & Third-Party Liability

Join the Department of Health Care Policy & Financing for a focused training developed specifically to address billing Medicare and third-party liability (TPL) / commercial or private insurance.

This "micro" training provides detailed information on billing Medicare and commercial insurance, Medicare lower-of-pricing logic, submitting claims and timely filing guidelines.

[Billing Training: Medicare & Third-Party Liability](#)

Wednesday, April 23, 2025

9:00 a.m. - 10:00 a.m. MT

Live Webinar Registration

Click the title of the training session to register for the webinar. An automated response will confirm the reservation.

Note: This training is not relevant to Home and Community-Based Services (HCBS) and Non-Emergent Medical Transportation (NEMT) providers.

Important Billing Information Regarding Child Health Plan *Plus* (CHP+)

If a CHP+ member's eligibility start date occurs prior to the member's enrollment with a CHP+ Managed Care Organization (MCO), claims must be billed directly to the fiscal agent. Once the member is assigned to an MCO, the claims must be billed to that MCO.

Pharmacy claims are submitted to Prime Therapeutics.

Visit the [Child Health Plan *Plus* \(CHP+\) Provider Contracting and Enrollment web page](#) for more information and updates. Visit the [Verify Member Eligibility and Co-Pay Quick Guide web page](#) for more information on reviewing the member's eligibility on the Provider Web Portal.

Recently Updated Billing Manuals and Fee Schedules

Billing Manuals

- [Appendix R - Remittance Advice \(RA\) Messages](#)
- [Appendix X - Home and Community-Based Services \(HCBS\) / National Drug Code \(NDC\) Crosswalk for Billing Physician-Administered Drugs](#)
- [Federally Qualified Health Center \(FQHC\) and Rural Health Clinic \(RHC\) Billing Manual](#)
- [HCBS - Brain Injury \(BI\), Community Mental Health Supports \(CMHS\) and Elderly, Blind and Disabled \(EBD\) Billing Manual](#)
- [HCBS - Children's Habilitation Residential Program \(CHRP\) Waiver Program Billing Manual](#)
- [HCBS - Children's Home and Based Services \(CHCBS\), Children with Life Limiting Illness \(CLLI\) Billing Manual](#)
- [HCBS - Complementary and Integrative Health \(CIH\) Billing Manual](#)
- [HCBS for Persons with Intellectual and/or Developmental Disabilities \(IDD\) Waiver Programs & Targeted Case Management for HCBS Waiver Programs](#)
- [Non-Emergent Medical Transportation Billing Manual](#)

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

Fee Schedules

- [Child Health Plan *Plus*\(CHP+\) 2024-2025](#)
- [Health First Colorado Fee Schedule January 2025](#)
- [Q1/Q2 2025 Physician-Administered Drugs](#)

Visit the [Provider Rates and Fee Schedule web page](#) to locate all published fee schedules.
