

Provider Revalidation Manual

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Please read before starting the revalidation application.

It is important to review the information in the provider profile before starting the Revalidation application. Not all information may be edited during completion of the Revalidation application. If any prepopulated information is not current, please follow the process to submit a maintenance request to update the information prior to beginning revalidation. Once the maintenance request is approved, and the updated information displays in the provider profile, please select the "Revalidation" link to begin the Revalidation application. Providers are permitted to have only one request submitted for review at a time.

This manual is designed to serve as a step-by-step guide to follow while completing the Revalidation application.

This guide is targeted toward users who are already familiar with the enrollment process. If the user is new to the enrollment process, it will be helpful to review the Provider Enrollment Manual for additional information such as definitions of the fields within each panel.

Introduction

Child Health Plan *Plus* (CHP+) and Health First Colorado (Colorado's Medicaid Program) providers must revalidate in the program at least every five (5) years to continue as a provider. HB 18-1282 requires newly enrolling and currently enrolled organization health care providers (not individuals) to obtain and use a unique National Provider Identifier (NPI) for each service location and provider type enrolled in the Colorado interChange. Providers will be contacted via email approximately six (6) months prior to their revalidation deadline. The deadline is based on the date the enrollment application was approved.

Much of the information needed for the Revalidation application will be pre-populated and will not be editable during completion of the Revalidation application. Providers are strongly encouraged to review the profile before beginning revalidation and submit a maintenance request if any information needs to be updated. This will expedite the revalidation process.

If the provider has been assigned a tracking number for the Revalidation application, then determines that un-editable information must be updated, the provider must wait until the revalidation is approved or denied. Once the Revalidation application has been approved, providers will be able to submit a maintenance request to update the information.

Before Beginning

To navigate through the revalidation application in the Provider Web Portal, please have the latest version of one of the following web browsers installed on the personal computer (PC).

- Microsoft Edge
- Mozilla Fire Fox

- Safari
- Google Chrome

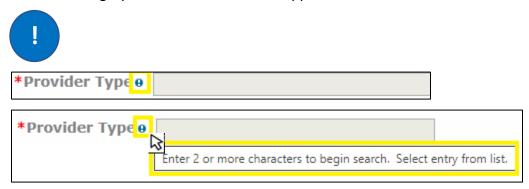
Also required is Adobe Flash Player 10.0 or later for document viewing.

More Information on a Field

Throughout the Revalidation process a red asterisk (*) next to a field indicates that it is required information.

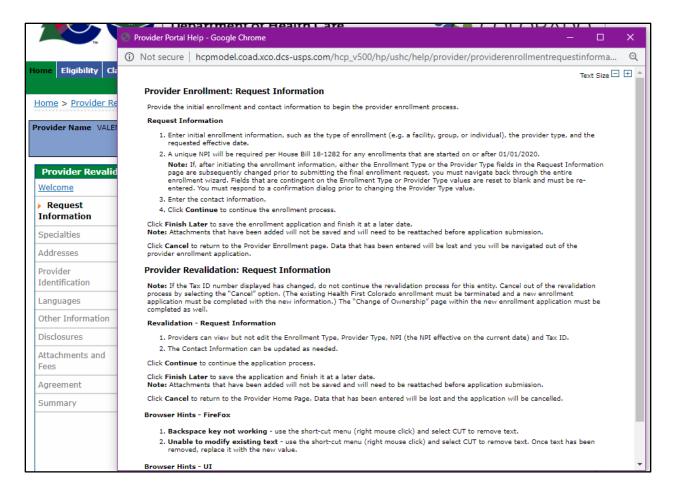
Note: Panels with fields that display an asterisk may not be applicable for some Provider Type/Specialty combinations. These fields can be left blank for those providers. However, if data is entered in one of the fields, then all the fields with an asterisk must be completed.

In certain fields, additional information can be found by hovering the cursor over the exclamation point. Hovering over this will open a gray box that gives more information about the field. The gray information box will disappear when the cursor is moved.



Help Feature on Each Page

Throughout the revalidation process there is a question mark symbol towards the top right corner of each page. Clicking it will open a dialog help window specific to the screen the user is currently in:



Key Facts

Prior to beginning the revalidation process, having the following information available will help make the process quicker. Additional requirements will vary depending on the provider type & enrollment type.

Visit the <u>Revalidation Information by Provider Type web page</u> to view additional requirements for the provider type and specialty.

Mailing Address – This address is where paper Prior Authorization Request (PAR) letters are sent if the provider is not receiving PAR letters electronically.

Billing Address – This address is where paper checks and remittance advice statements are sent if the provider is not receiving them electronically.

License Number (if applicable) – This is the identification number assigned by licensing agencies. Be sure to enter all alphanumeric characters, dots and dashes of the license number and attach a copy.

Certification Information (if applicable) – This is for any additional certifications the provider would like included in the profile. Be sure to include all alphanumeric characters of the certificate number and attach a copy.

Malpractice & Liability Insurance Information – Complete the insurance information.

Ownership/Controlling Interest & Conviction Disclosure Information

For each person or entity with an ownership or controlling interest of 5% or more, the Board of Directors, partners, managing employees, etc., in the enrolling provider, the following information is needed:

- Name
- Address
- Federal Employer ID Number (EIN) or Social Security Number (SSN) for individuals
- Date of birth (DOB) if individual

Refer to the Disclosure Instructions located on the <u>Provider Forms web page</u> under the Provider Enrollment & Update Forms drop-down for more information.

- Disclosure Instructions EIN
- Disclosure Instructions SSN

Completing the Revalidation Application

The Provider Web Portal utilizes an autosave feature to automatically save entered data in the revalidation process. While completing the application, the user will see three buttons available at the bottom of each panel.

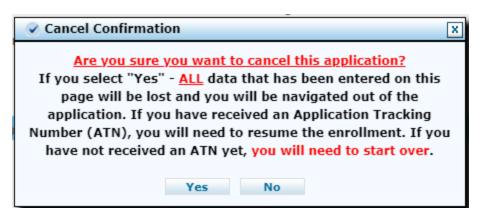


These buttons allow the user to:

Continue – Continue to the next panel of the Revalidation application. The autosave process is initiated after reviewing data on the Request Information panel and clicking Continue. Each click of this button on subsequent panels will automatically save the data entered on the current panel.

Cancel – Stops the application. If an Application Tracking Number (ATN) has been generated, this button will prompt the end of the application process without saving the data on the current panel (data entered on prior panels has already been saved). If an ATN has not been generated yet, clicking this button will prompt the end of the application process without saving the data. Note that a confirmation notification to cancel will appear before the user is permitted to proceed.

The Cancel Confirmation screen shown below will appear. If "Yes" is selected, all data entered on this and any previous panels will be lost if an ATN has not been generated.



Finish Later – Saves the information and allows the user to come back to the application later.

Suspend Incomplete Application Pop Up



Select "No" and the user will return to the application process. Select "Yes" and you will be logged out of the Revalidation application and assigned a tracking number to the Revalidation application. It is important to retain the application tracking number (ATN) for future use.

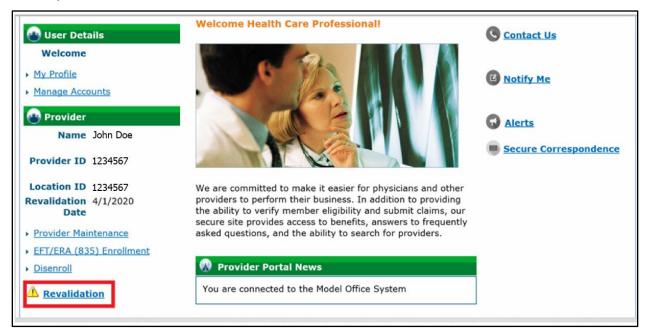
Accessing the Provider Web Portal

Login to **Provider Web Portal**.



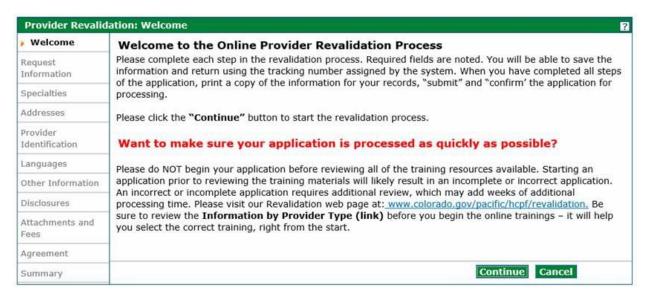
Click "Revalidation" as shown in the next screenshot.

The date that displays next to the "Revalidation Date" field is the date that the provider is due to complete revalidation.



This will direct providers to the **Welcome** panel of revalidation.

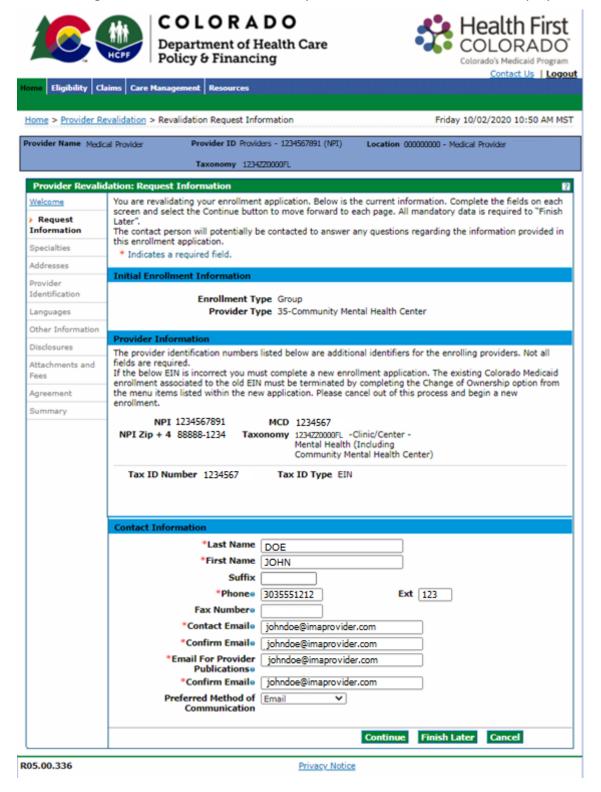
Welcome Panel



Once the information has been reviewed, click the "Continue" button to start Revalidation.

Request Information Panel

After clicking the "Continue" button, the Request Information Panel will be displayed.



Within this panel the provider must verify that contact information is current, and if necessary, update the information. This is the contact person who may be contacted to answer questions regarding the Revalidation application.

Fields that are view only:

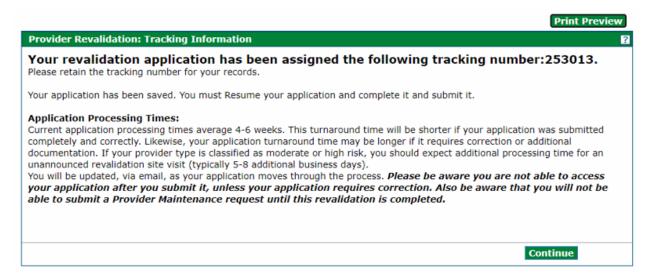
- Provider's NPI
- Medicaid ID (MCD)
- NPI Zip +4
- Taxonomy
- Tax ID Number
- Tax ID Type (EIN or SSN)

If the NPI is matched to another actively enrolled provider location the user will not be able to continue with the application until the error is resolved.

If the Tax ID is a Social Security Number (SSN) and there is another actively enrolled provider in the system with the same SSN, the user will not be able to continue with the revalidation process. Individuals (SSNs) are limited to one (1) enrollment.

Tracking Information

After clicking "**Continue**" on the Request Information panel, the Tracking Information panel will display the revalidation ATN. Click "**Continue**" to resume the revalidation application. The revalidation process will automatically save data entered on subsequent panels each time the user clicks the "**Continue**" button.

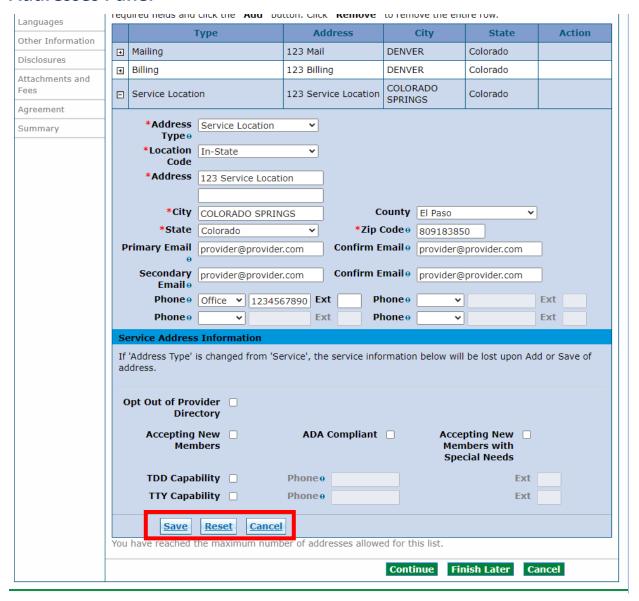


Specialties Panel



Specialties and Additional Taxonomies may not be updated during revalidation. Specialties and Additional Taxonomies may be added with a separate maintenance request after the revalidation is completed.

Addresses Panel



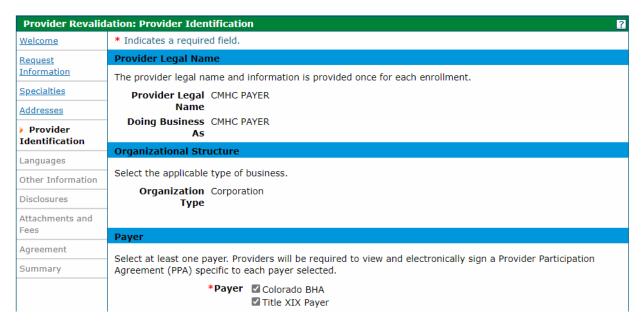
Within this panel the provider may update:

- Service Location
- Billing Address
- Mailing Address

If updating the Service Location, Billing or Mailing address, select the drop-down to update the information. Select "Save" to save the updated information. Select "Reset" to refresh the information. Select "Cancel" to cancel the update within this section.

Provider Identification Panel

Note: Providers must select at least one payer. Providers will be required to view and electronically sign a Provider Participation Agreement (PPA) specific to each payer selected.



Initial view of licenses (nothing is expanded):

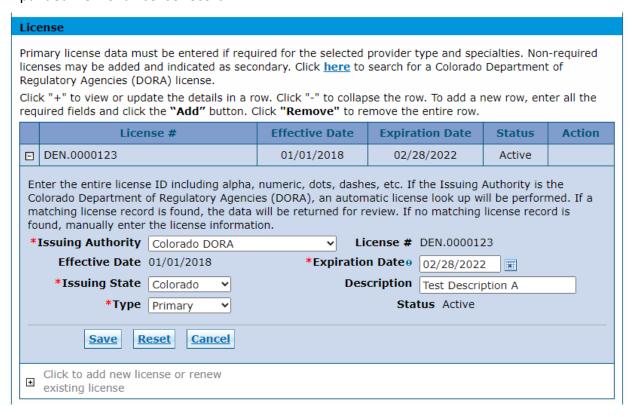
License

Primary license data must be entered if required for the selected provider type and specialties. Non-required licenses may be added and indicated as secondary. Click here to search for a Colorado Department of Regulatory Agencies (DORA) license.

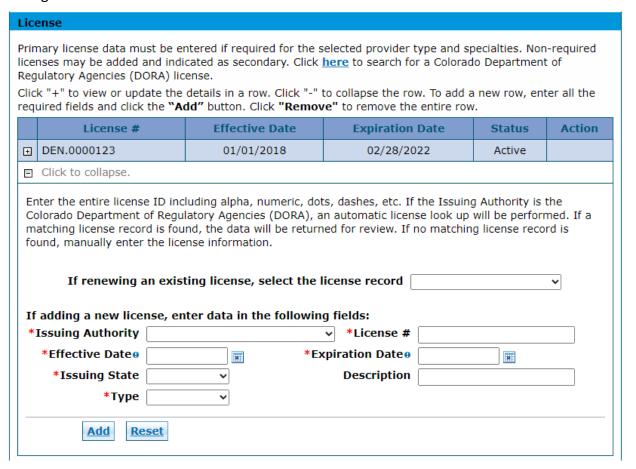
Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

	License #	Effective Date	Expiration Date	Status	Action	
+	DEN.0000123	01/01/2018	02/28/2022	Active		
+	Click to add new license or renew existing license					

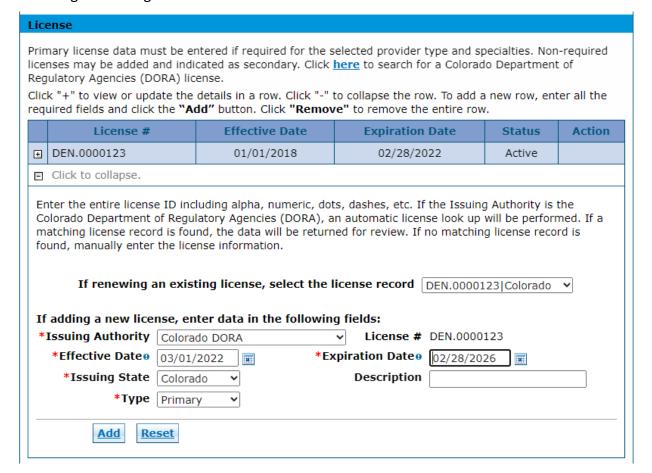
Expanded view of a license record:



Adding a new license with a different number:



Renewing an existing license with the same number:

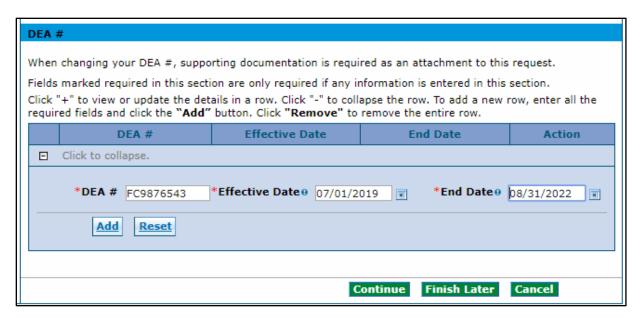


Certification

Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.

Enter Certification information if applicable. If certified, please provide the specialty certification number, effective date, and expiration date of certification.

	, ,					
	Specialty	Certificate Number	Certification Type	Effective Date	End Date	Action
+	Clinic - Practitioner	AA123	National Specialty Board	01/01/2023	12/31/2023	<u>Remove</u>
+	Click to add certification.					



Within this panel, the provider is able to:

- Add new license information or renew an existing license (if applicable). Be sure to enter all alphanumeric characters, dots and dashes.
 - If the license is a Colorado Department of Regulatory Agencies (DORA), an automatic lookup will be performed when the Issuing Authority and License # are entered. If a match is found in DORA, the Effective Date, Expiration Date, and Issuing State will be retrieved and populated automatically.
- Review and update the Expiration Date for an existing license.
 Note: If updating an existing license, the expiration date can be changed to an earlier date, it cannot be extended. Extending the expiration date is considered a renewal.
- Review and update Certification records. Existing Certification records might have a Certification Type that is no longer valid. If applicable, review each Certification record and select a new Certification Type.
- Review and update DEA End Date.
- Review and update Medicare information.

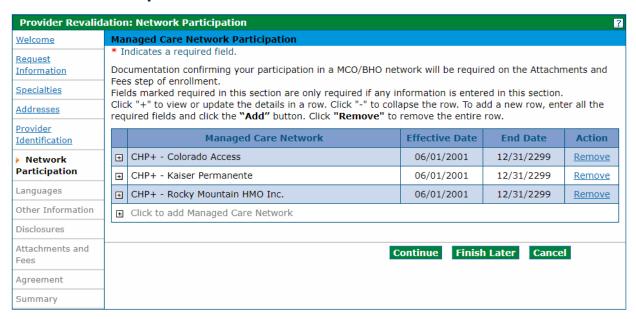
When updating license or DEA data, attach a current copy to verify the information. Refer to the Attachments and Fees Panel section.

Fields that are view only:

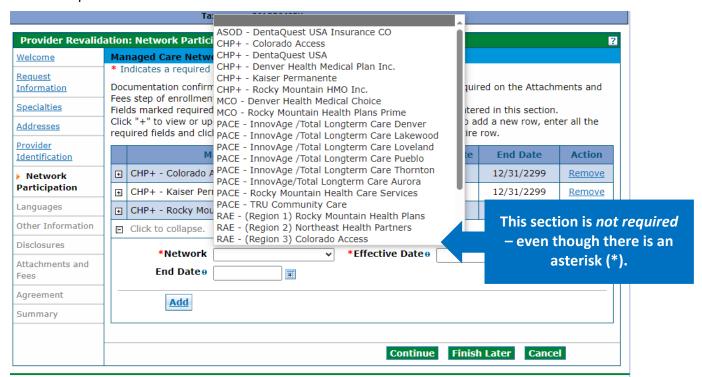
- Provider Legal Name
- Doing Business As name
- Organization Type
- Existing license information (excluding the Expiration Date field)
- Expired license information
- Existing DEA license information (excluding the End Date field)



Network Participation Panel



The Network Participation panel is where providers may review and update any managed care networks that they participate in. Adding a network option here will not create an enrollment into that network. Additionally, a copy of the signed contract or a completed Network Participation Verification Form, located on the <u>Provider Forms web page</u> under the Provider Enrollment and Update Forms drop-down, must be scanned and attached on the "Attachments and Fees" panel.



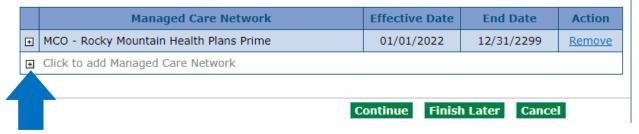
Once a network and its effective date have been chosen, click the Add button to add it to the list. The End Date is optional.

Network Participation Panel – MCO/RAE Add Network



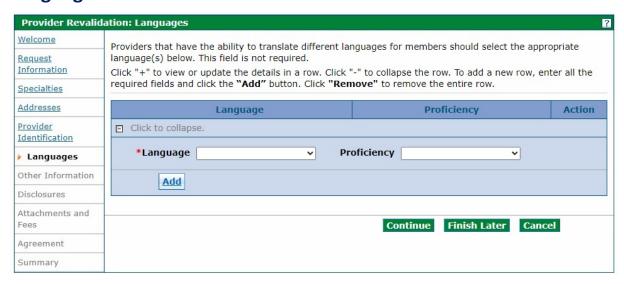
If a provider is a member of more than one network, click the "+" to add another network. Repeat the same steps as above to do this until this panel of the application is complete.

Network Participation Panel – MCO/BHO Network Add another MCO Network

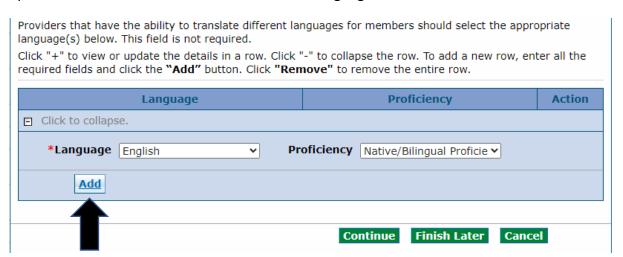


When the panel is complete, click **Continue**, **Finish Later** or **Cancel**.

Languages Panel



Within this panel the provider may review and update the languages and the proficiency level spoken within the office or facility. There are currently 60 languages available to choose from. After each language and proficiency level is selected, click the "Add" button. The screen will update and add the selected item to the list of languages.



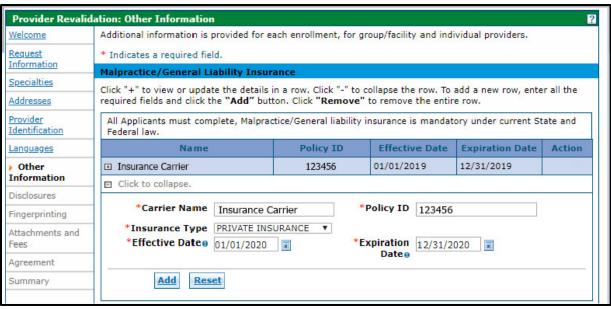
If a language needs to be removed, click the "Remove" link in the "Action" column.

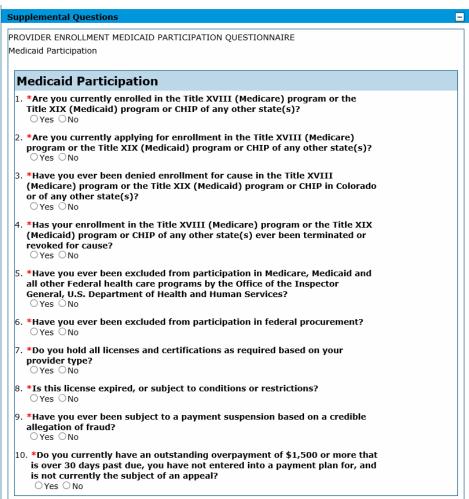
Providers that have the ability to translate different languages for members should select the appropriate language(s) below. This field is not required.

Click "+" to view or update the details in a row. Click "-" to collapse the row. To add a new row, enter all the required fields and click the "Add" button. Click "Remove" to remove the entire row.



Other Information Panel





An individual enrollment with a provider type 24 Non-physician Practitioner Individual (Registered Nurses only) will have the following section displayed:

On Premise Supervision for non-physician practitioners (Registered Nurses Only)

Registered nurses, by state regulation, require on premise supervision and must complete this form to enroll with Colorado Medicaid.

Registered Nurses (Other than employees of a Certified Health Department* and employees of a Nurse Home Visitor Program (NHVP) site**).

Benefit services by registered nurses must be provided in compliance with the following requirements:

- Services must be performed under the direct and personal supervision of an advanced practice nurse (APN)
 or physician (MD) who is immediately available when services are provided. This means that the supervising
 APN/MD must be physically present on the premises when the service is provided.
 - The on premise requirement does not apply to targeted case management provided by registered nurses under the Nurse Home Visitor Program. Registered nurses can provide this service without a supervising APN/MD on premises.
- · Services must be ordered by the supervising APN/MD.
- Claims must be submitted through the supervising APN/MD. Registered nurses must look to the supervising or billing APN/MD for compensation.
- The supervising APN/MD Colorado Medical Assistance Program provider number must appear on the claim form as the supervising physician, the referring provider, or the billing provider.
- Claims must be billed using procedure codes specifically designated for non-physician billing.
- Claims must identify the registered nurse with provider number, as the rendering provider.
- The registered nurse applicant must identify the Colorado Medical Assistance Program enrolled APN/MD(s)
 who will provide supervision.

Add each supervisor's name and NPI in the APN/MD table below. Each supervisor's original signature must be included as an attachment with this enrollment. Click here to download the supervisor signature form. An original signature assures that the supervisor is aware of and understands the supervisory role and requirements.

* Employees of a Certified Health Agency (CHA) do not require on premise supervision. Check the "Certified Health Agency" box below and enter the agency's provider name and National Provider Identifier (NPI) in the APN/MD table below. A separate attachment including an original signature is not required for the CHA.

** Employees of a Nurse Home Visitor Program (NHVP) site providing case management services do not require on premise supervision. Check the "Nurse Home Visitor Program" box below to attest that enrollment is for the NHVP and enter the name of the Nurse Home Visitor program site. A separate attachment including an original signature is not required for the NHVP.

Certified Health Agency Nurse Home Visitor Program	Program Name		
	•	row. Click "-" to collapse tl Click "Remove" to remov	ne row. To add a new row, enter all the e the entire row.



Within this panel the provider will be able to:

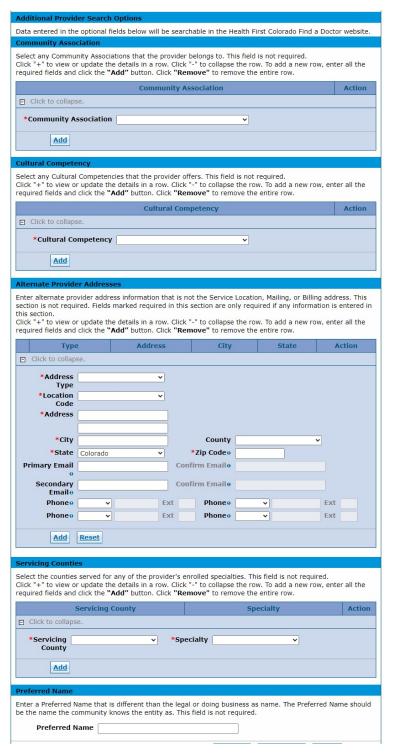
- Review and update Malpractice/General Liability Insurance information.
- Answer the Supplemental questions. Each question must have an answer before the provider is permitted to continue.
- Review and update Institutional Bed information. If updating bed information, the license is required to be attached showing the number of hospital beds.
- Review and update the website address.

Registered Nurses are required to complete and attach the RN Supervision form, located on the <u>Provider Forms web page</u> under the Provider Enrollment & Update Forms drop-down.

Note: Insurance information is required to be entered for all provider types. Only some provider types are required to include an insurance attachment. Visit the Provider Type Information for Revalidation web page to determine if your provider type is required to attach proof of insurance policy.

Additional Provider Search Options Section

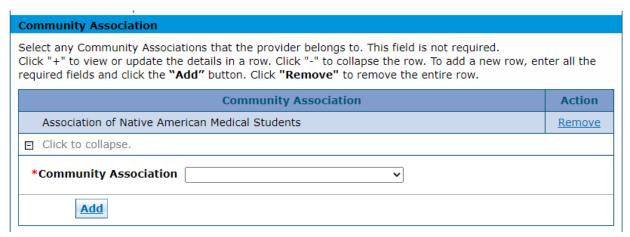
This optional section will present the appropriate subsections based on the enrolled provider. All providers will see the optional subsections of Community Association, Cultural Competency, and Preferred Name. Select providers will see additional subsections of Alternate Provider Addresses and Servicing Counties.



Community Association

All providers may identify specific community association(s) and add as many as needed. This information will be searchable on the <u>Health First Colorado Find a Doctor web page</u>.

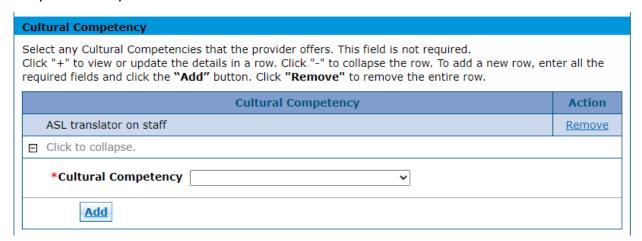
After each Community Association is selected, click the "Add" button. The screen will update and add the selected item. If a record needs to be removed, click the "Remove" link. Add as many Community Association records as needed.



Cultural Competency

All providers may identify specific cultural competencies and add as many as needed. This information will be searchable on the Health First Colorado Find a Doctor web page.

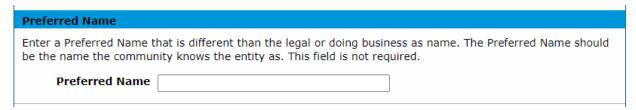
After each Community Association is selected, click the "Add" button. The screen will update and add the selected item. If a record needs to be removed, click the "Remove" link. Add as many Community Association records as needed.



Preferred Name

All providers may specify a Preferred Name that is different than the legal name or doingbusiness-as name. The Preferred Name should be the name for which the community knows

the entity. This information will be searchable on the <u>Health First Colorado Find a Doctor web</u> <u>page</u>.

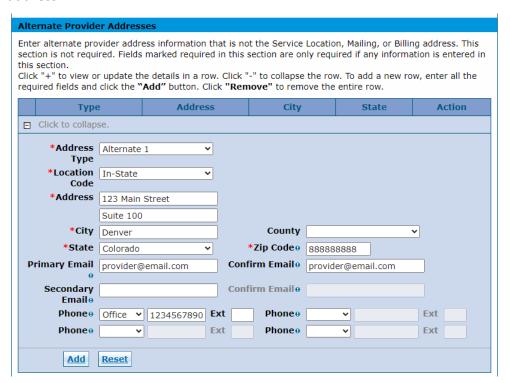


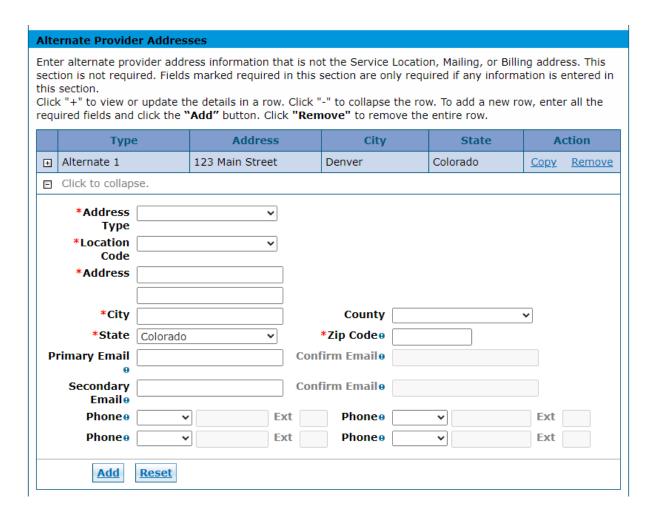
Alternate Provider Addresses

Select providers may enter up to three (3) alternate addresses. These addresses should be different than the Service Location, Mailing and Billing addresses entered on the Addresses panel. This information will be searchable on the Health First Colorado Find a Doctor web page.

After each address record is populated, click the "Add" button. The screen will update and add the address. If a record needs to be removed, click the "Remove" link. Up to three addresses can be added.

Complete address information, a Primary Email, and an Office Phone must be entered to add an address.

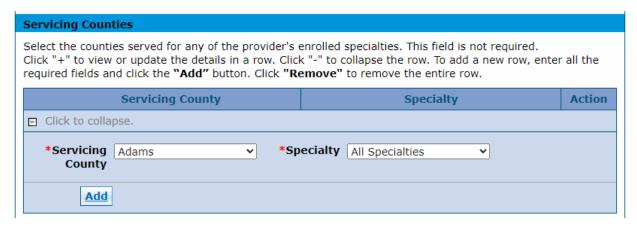


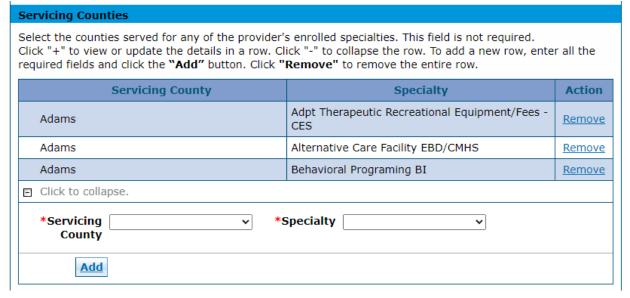


Servicing Counties

Select providers may identify the specific counties served for any of the actively enrolled specialties. If the provider has more than one specialty, "All Specialties" can be selected in the Specialty drop-down list and a record will be added for each specialty and selected Servicing County. This information will be searchable on the Health First Colorado Find a Doctor web page.

After each record is populated, click the "Add" button. The screen will update and add the record. If a record needs to be removed, click the "Remove" link. Duplicate records are not allowed.



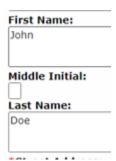


Disclosures Panel

Each of the disclosures are required to be completed with current information.

When entering information into any of the disclosures, it is important to note the following tips:

- There is a limit of 50 characters in all fields. The system will allow the user to enter more than 50 characters, however this may cause system issues during processing if more than 50 characters are entered.
- Enter organizational entities in the Organization Name field, all on one line with no extra spacing or information.
 - o Example: ABC Company
 - Example of what not to enter:
 - A B C Company
 - ABC Company (2 spaces between ABC and Company)
 - Company, ABC
 - ABC Company but it used to be 123 Company before we changed....
 (Please do not add any additional information in these fields. Only the name of the entity).
 - ABC Company
- Enter the names of individuals in the First Name, Middle Initial and Last Name fields.
 The name of the individual must be entered and cannot be a title, such as 'Board of Director'.
 - Example for John Doe:



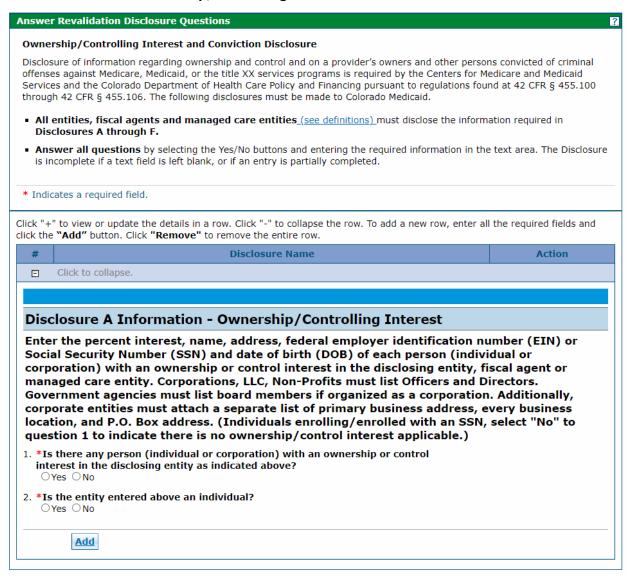
- Example of what not to enter:
 - John Smith (all in the same field)
 - Mr. John (Please do not include prefixes).
 - Smith, CEO (Please do not included a suffix).
 - John Smith but he just became owner because it used to be owned by......
 (Please do not add any additional information in these fields. Only the name of the entity).

Provider Revalidation: Disclosures <u>Welcome</u> **Privacy Act Notice Statement** Request This statement explains the use and disclosure of information about providers and the authority and <u>Information</u> purposes for which taxpayer identification numbers, including Social Security Numbers (SSNs) and dates of birth (DOB), may be requested and used. Any information provided in connection with provider enrollment **Specialties** will be used to verify eligibility to participate as a provider and for purposes of the administration of the Addresses Colorado Medical Assistance Program. This information will also be used to ensure that no payments will be made to providers who are excluded from participation. Any information may also be provided to the U.S. <u>Provider</u> DHHS Centers for Medicare and Medicaid Services, the Internal Revenue Service, the Colorado Office of the Identification Attorney General, the Medicaid Fraud Control Unit, or other federal, state or local agencies as appropriate. Providing this information is mandatory to be eligible to enroll as a provider with the Colorado Medical Languages Assistance Program, pursuant to 42 C.F.R. § 433.37. Failure to submit the requested information may result Other Information in a denial of enrollment as a provider, or denial of continued enrollment as a provider and deactivation of all provider numbers used by the provider to obtain reimbursement from the Colorado Medical Assistance Disclosures Attachments and Ownership/Controlling Interest and Conviction Disclosure Fees Disclosure of information regarding ownership and control and on a provider's owners and other persons convicted of criminal offenses against Medicare, Medicaid, or the title XX services programs is required by Agreement the Centers for Medicare and Medicaid Services and the Colorado Department of Health Care Policy and Summary Financing pursuant to regulations found at 42 CFR § 455.100 through 42 CFR § 455.106. The following disclosures must be made to Colorado Medicaid utilizing the Disclosure links in the table below. • All entities, fiscal agents and managed care entities (see definitions) must disclose the information required in Disclosure A through F. • Answer all questions by selecting the Yes/No buttons and entering the required information in the text area. The Disclosure is incomplete if a text field is left blank, or if an entry is partially completed.

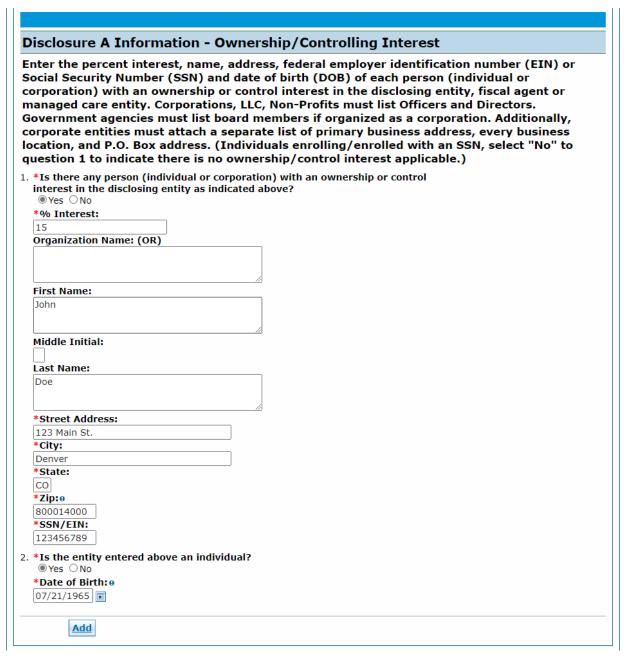
Disclosure Name	Description	Status
A. OWNERSHIP OR CONTROL INTEREST	Persons (individual or corporation) with an ownership or control interest in the disclosing entity, fiscal agent or managed care entity having direct or indirect ownership of 5% or more, an officer/director of a corporation or a partner of a partnership.	New
B. SUBCONTRACTOR OWNERSHIP	Persons or entities with an ownership or controlling interest in any subcontractor in which the disclosing entity has direct or indirect ownership of 5% or more.	New
C. INDIVIDUAL RELATIONSHIPS	Persons mentioned in Disclosure A and Disclosure B related to one another as a spouse, parent, child, or sibling.	New
D. MANAGING EMPLOYEES	Persons who hold a position of managing employee within the disclosing entity, fiscal agent or managed care entity.	New
E. BUSINESS RELATIONSHIPS	Persons, businesses, organizations or corporations with an ownership or control interest (identified in Disclosure A) that have an ownership or controlling interest of 5% or more in any other provider, fiscal agent or managed care entity.	New
F. CONVICTIONS OF CRIMINAL OFFENSE	Persons who have an ownership or control interest in the provider, or is an agent or managing employee of the provider who has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, Children's Health Insurance Program or the Title XX services since the inception of these programs.	New

Disclosure A is regarding ownership and controlling interest in the applicant. Indicate the information for each person (individual or corporation) with 5% or more ownership or controlling interest in the applicant. The board of directors or government agency management structure may be applicable, depending on how the business is registered. (Board of Director members or management structure may show 0% ownership). For individual applicants (SSN enrollments) it is recommended to select the "No" option in the first question to indicate that ownership/control interest does not apply to the individual.

Disclosures Panel - Ownership/Controlling Interest Disclosure A



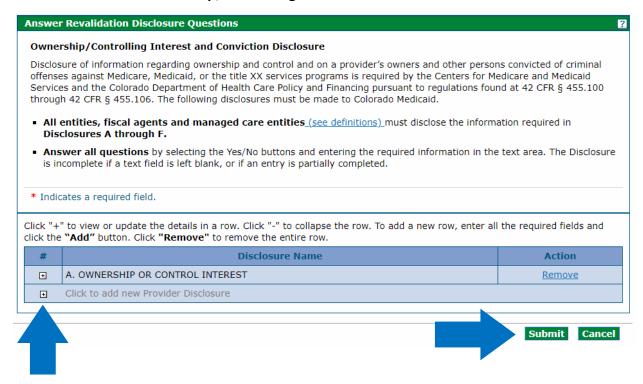
A "Yes" answer will open an additional section as shown below, for the required information to be entered.



If the entity is an individual, then question 2 must be checked "Yes" to enter the individual's "Date of Birth", as shown above. If the user selects that the entity is not an individual, but enters information for an individual, the application will be returned to the user to correct the information.

When this information is complete, click the "Add" button and the panel will update as shown below.

Disclosures Panel - Ownership/Controlling Interest Disclosure A - Add or Submit



Continue to add entities as applicable. For additional entries click the "+" symbol on the left-hand side of the panel.

When all Ownership/Controlling Interest is entered, click the "Submit" button on the right-hand side of the panel. The panel will update and this item on the Disclosure list will now reflect "Completed", as shown below.

Disclosures Panel – Ownership/Controlling Interest Disclosure A – Completed

Available Revalidation Disclosures

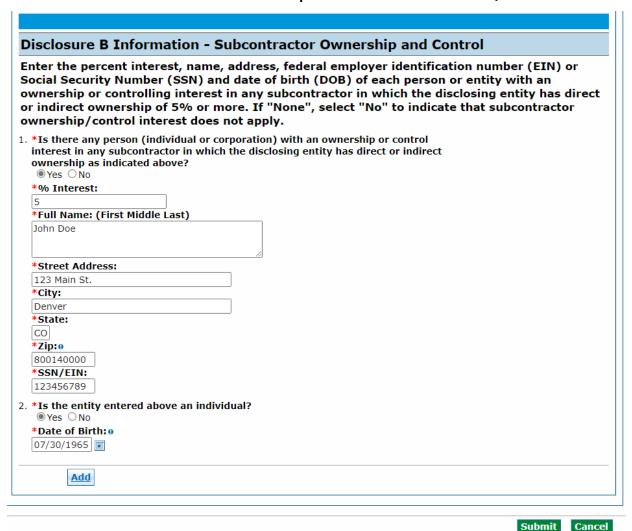
Click the disclosure name to open the disclosure for editing. After completing the disclosure, select "Add". When you have completed the disclosure, click "Submit" to return to the main Disclosures page. All Disclosures must be completed to Continue.

Disclosure Name	Description	Status
A. OWNERSHIP OR CONTROL INTEREST	Persons (individual or corporation) with an ownership or control interest in the disclosing entity, fiscal agent or managed care entity having direct or indirect ownership of 5% or more, an officer/director of a corporation or a partner of a partnership.	Completed
B. SUBCONTRACTOR OWNERSHIP	Persons or entities with an ownership or controlling interest in any subcontractor in which the disclosing entity has direct or indirect ownership of 5% or more.	New
C. INDIVIDUAL RELATIONSHIPS	Persons mentioned in Disclosure A and Disclosure B related to one another as a spouse, parent, child, or sibling.	New
D. MANAGING EMPLOYEES	Persons who hold a position of managing employee within the disclosing entity, fiscal agent or managed care entity.	New
E. BUSINESS RELATIONSHIPS	Persons, businesses, organizations or corporations with an ownership or control interest (identified in Disclosure A) that have an ownership or controlling interest of 5% or more in any other provider, fiscal agent or managed care entity.	New
F. CONVICTIONS OF CRIMINAL OFFENSE	Persons who have an ownership or control interest in the provider, or is an agent or managing employee of the provider who has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, Children's Health Insurance Program or the Title XX services since the inception of these programs.	New

Disclosure B is regarding Subcontractor Ownership and Control. Indicate all persons or entities with an ownership or controlling interest in any subcontractor in which the disclosing entity/applicant has direct or indirect ownership of 5% or more.

A "Yes" answer will open an additional section for the required information to be entered. When the information is completed, click the "Add" button and the panel will update.

Disclosures Panel - Subcontractor Ownership and Control Disclosure B - Questions

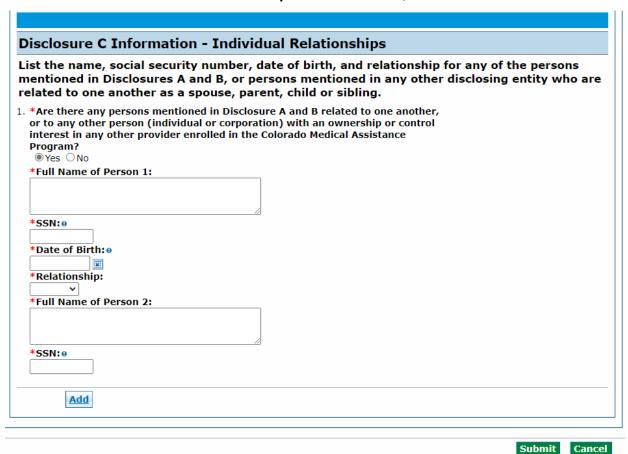


Continue to add entities as applicable. When all Subcontractor Ownership and Control information is entered, click the "Submit" button on the right-hand side of the panel. The panel will update and this item on the Disclosure list will now reflect "Completed".

Disclosure C is regarding Individual Relationships. Indicate any individuals mentioned in Disclosure A and Disclosure B that are related to one another as a spouse, parent, child or sibling.

A "Yes" answer will open an additional section for the required information to be entered.

Disclosures Panel – Individual Relationships Disclosure C – Questions



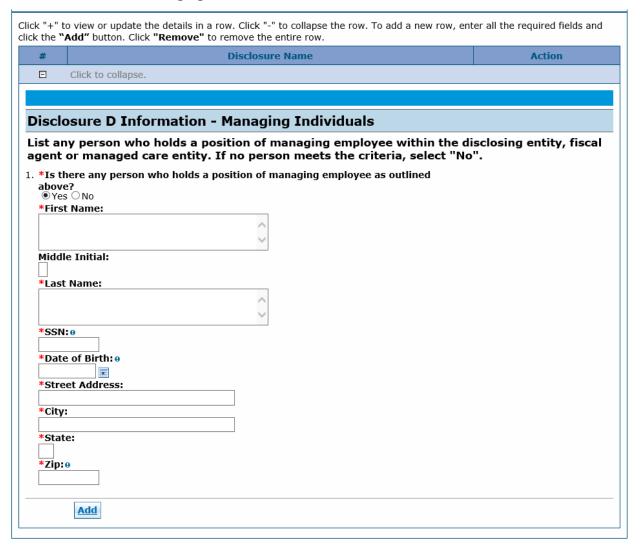
When the information is completed, click the "Add" button and the panel will update.

Continue to add individuals as applicable. When all Individual Relationships are entered, click the "Submit" button on the right-hand side of the panel. The panel will update and this item on the Disclosure list will now reflect "Completed".

Disclosure D is regarding Managing Individuals. Indicate any individuals that hold a position of managing employee within the disclosing entity/applicant.

A "Yes" answer will open an additional section for the required information to be entered. When the information is completed, click the "Add" button and the panel will update.

Disclosures Panel – Managing Individuals Disclosure D – Questions



Continue to add individuals as applicable. When all Managing Individuals are entered, click the "Submit" button on the right-hand side of the panel. The panel will update and this item on the Disclosure list will now reflect "Completed".

Disclosure E is regarding Business Relationships. Indicate any persons or entity (identified in Disclosure A) that has an ownership or controlling interest of 5% or greater in any other provider, fiscal agent or managed care entity.

A "Yes" answer will open an additional section for the required information to be entered. When the information is completed, click the "Add" button and the panel will update.

Disclosures Panel – Business Relationships Disclosure E– Questions

Disclosure E Information - Business Relationships List any person or entity (identified in Disclosure A) that has an ownership or controlling interest of 5% or more in any other provider, fiscal agent or managed care entity. If no person or entity meets the criteria above, select "No". 1. *Is there any individual with an ownership or control interest as outlined above? ③ Yes ○ No ③ Interest: ③*Full Name Other Provider: SSN/EIN: 2. *Is there any business, organization or corporation with an ownership or control interest as outlined above? ④ Yes ○ No ④ Interest: ⑤ Interest: ⑥ Interest:
interest of 5% or more in any other provider, fiscal agent or managed care entity. If no person or entity meets the criteria above, select "No". 1. *Is there any individual with an ownership or control interest as outlined above? ③ Yes ○ No % Interest: *Full Name of Provider: (First Middle Last) SSN: ● Date of Birth: ● ③ *Full Name Other Provider: *Full Name Other Provider: SSN/EIN: 2. *Is there any business, organization or corporation with an ownership or control interest as outlined above? ④ Yes ○ No % Interest:
® Yes ○ No % Interest: *Full Name of Provider: (First Middle Last) SSN: Date of Birth: *Full Name Other Provider: SSN/EIN: SSN/EIN: 2. *Is there any business, organization or corporation with an ownership or control interest as outlined above? ® Yes ○ No % Interest:
*Full Name Other Provider: SSN/EIN: 2. *Is there any business, organization or corporation with an ownership or control interest as outlined above? Yes \cap No Interest:
interest as outlined above?
% Interest:
EIN: *Full Name Other Provider:
SSN/EIN:
Add
Submit Cancel

Continue to add entities as applicable. When all Business Relationships are entered, click the "Submit" button on the right-hand side of the panel. The panel will update and this item on the Disclosure list will now reflect "Completed".

Submit Cancel

Disclosure F is regarding Convictions. Indicate any persons with ownership or controlling interest in, or that is an agent or managing employee of the applicant who has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, Children's Health Insurance Program or the Title XX services since the inception of these programs.

Disclosures Panel – Conviction Disclosure F – Questions

Disclosure F Information - Conviction Disclosure
List any person (individual or corporation) who has an ownership or control interest in the provider, or is an agent or managing employee of the provider who has been convicted of: a criminal offense related to that person's involvement in any program under Medicare, Medicaid, CHP+ or the Title XX services since the inception of these programs;
neglect or abuse of a patient, in connection with the delivery of a health care item or service;
• fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct, in connection with the delivery of a health care item or service or with respect to any act or omission in a health care program (other than Medicare and a State health care program) operated by, or financed in whole or in part, by any Federal, State or local government agency;
 an offense relating to the unlawful manufacture, distribution, prescription or dispensing of a controlled substance.
1. *Is there any person who has been convicted of a criminal offense as outlined above? Yes No *Full Name: *SSN/EIN:
*Offense: *Conviction Date: *Jurisdiction:
2. *Is the entity entered above an individual? Yes ONO *Date of Birth: 0
Add

A "Yes" answer will open an additional section for the required information to be entered. When the information is completed, click the "Add" button and the panel will update.

Continue to add entities as applicable. When all Convictions are entered, click the "Submit" button on the right-hand side of the panel. The panel will update and this item on the Disclosure list will now reflect "Completed".

When all questions have been completed within the Disclosures panel, select "Continue", "Finish Later" or "Cancel".

Disclosures Panel – Completed

Available Revalidation Disclosures

Click the disclosure name to open the disclosure for editing. After completing the disclosure, select "Add". When you have completed the disclosure, click "Submit" to return to the main Disclosures page. All Disclosures must be completed to Continue.

Disclosure Name	Description	Status
A. OWNERSHIP OR CONTROL INTEREST	Persons (individual or corporation) with an ownership or control interest in the disclosing entity, fiscal agent or managed care entity having direct or indirect ownership of 5% or more, an officer/director of a corporation or a partner of a partnership.	Completed
B. SUBCONTRACTOR OWNERSHIP	Persons or entities with an ownership or controlling interest in any subcontractor in which the disclosing entity has direct or indirect ownership of 5% or more.	Completed
C. INDIVIDUAL RELATIONSHIPS	Persons mentioned in Disclosure A and Disclosure B related to one another as a spouse, parent, child, or sibling.	Completed
D. MANAGING EMPLOYEES	Persons who hold a position of managing employee within the disclosing entity, fiscal agent or managed care entity.	Completed
E. BUSINESS RELATIONSHIPS	Persons, businesses, organizations or corporations with an ownership or control interest (identified in Disclosure A) that have an ownership or controlling interest of 5% or more in any other provider, fiscal agent or managed care entity.	Completed
F. CONVICTIONS OF CRIMINAL OFFENSE	Persons who have an ownership or control interest in the provider, or is an agent or managing employee of the provider who has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, Children's Health Insurance Program or the Title XX services since the inception of these programs.	Completed

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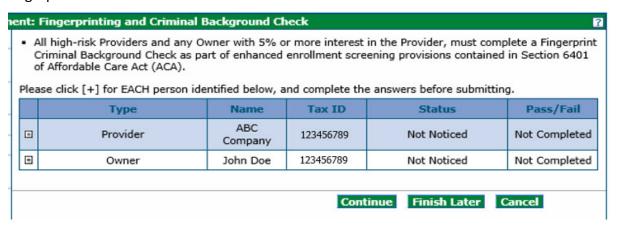
Continue

Finish Later

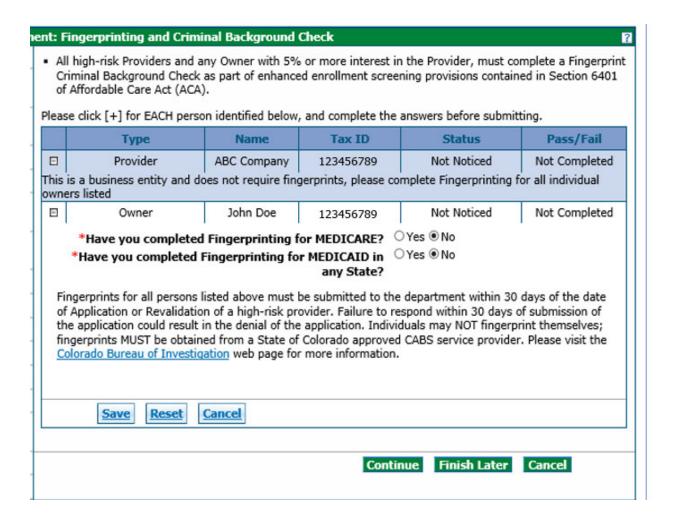
Cancel

Fingerprinting Panel

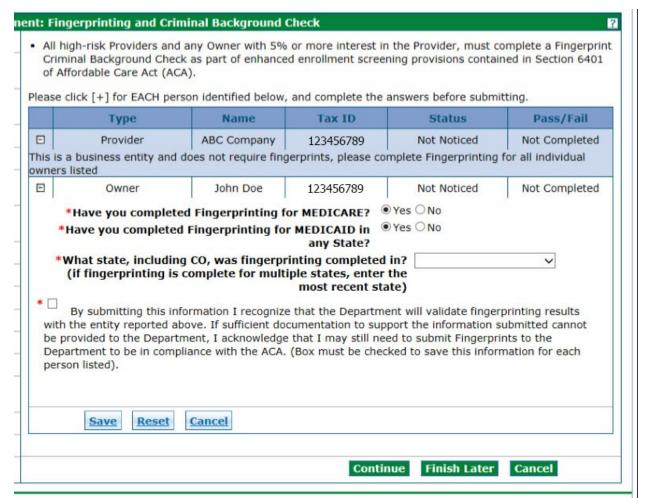
If the provider's Revalidation Risk Level is 'High', the below panel will be displayed, and fingerprints are required for each individual owner that is listed with an ownership of 5% or more. Owner information is populated by the information that is entered in the Disclosures in the application. For providers that are business entities, all owners with 5% or more interest in the business will be displayed with a status indicating any individuals that need to submit fingerprints at this time.



If an Owner has **not** completed their Fingerprinting and Criminal Background Check (for either *Medicare* or *Medicaid*), follow the instructions on this panel to have fingerprints submitted within 30 calendar days of the submission of the Revalidation application. Refer to the Fingerprinting FAQ on the <u>Provider FAQ Central web page</u> located under the Fingerprinting drop-down section.



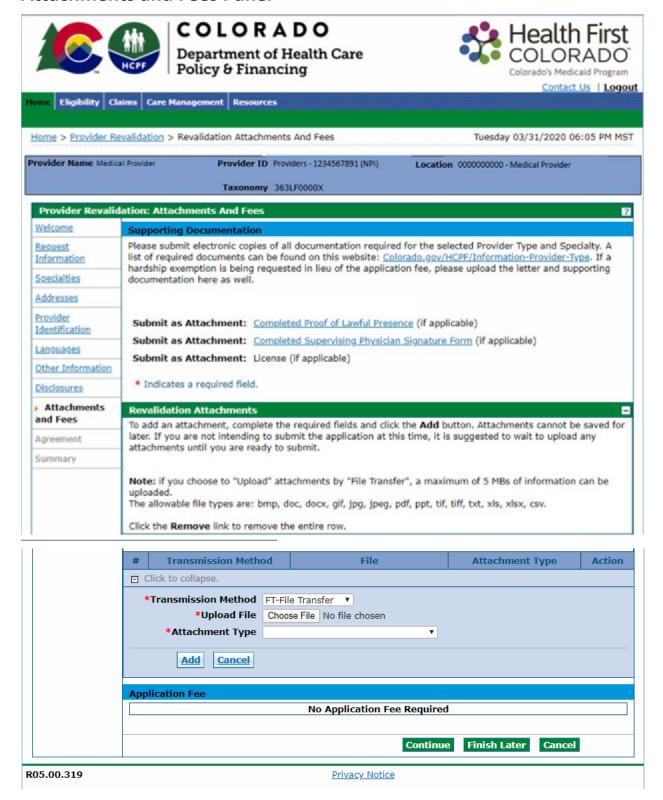
If an Owner has completed their Fingerprinting and Criminal Background Check (for either *Medicare* or *Medicaid*), mark "Yes" next to the appropriate selection. If marked "Yes", the panel will update and request confirmation of which state the fingerprinting was completed in. Then check the box next to the acknowledgement statement.



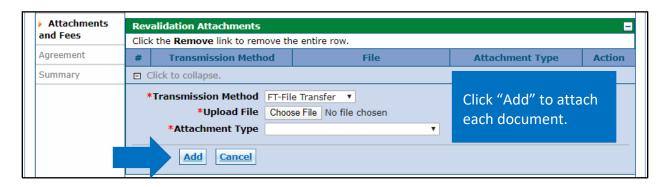
Click "Save" once completed for each Owner and then click "Continue" to the next section.

Once the application is submitted, Providers and owners requiring fingerprinting will be given specific instructions on how to proceed.

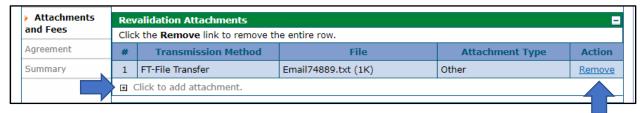
Attachments and Fees Panel



Attachments Section



Select the '+' sign to add each attachment as needed. Select the 'Remove' link to remove an attachment. Select 'Continue', 'Finish Later' or 'Cancel' once all attachments have been added.



Required attachments may be submitted electronically on this panel. Note that attachments sent by mail, email or fax cannot be accepted. These must be added to the attachments and fees page of the Revalidation application.

Not all documents listed under Supporting Documentation may apply to revalidation.

If any of the following information was added or updated in the Revalidation application, then a current copy is required to be included:

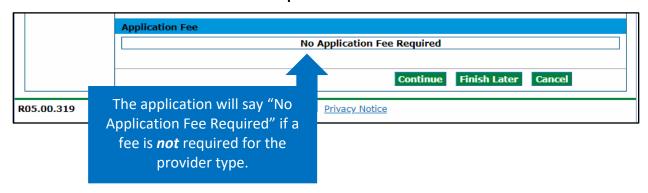
- Licenses
- Certifications
- Malpractice/General Liability insurance (nursing facilities only)
- Institutional bed information License required

Application Fee Section

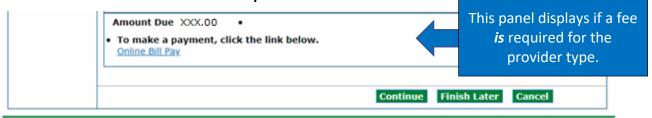
The application fee is required to be paid during revalidation. The Application Fee questions as shown in the panel below will only be displayed when applicable. If the service location has enrolled or revalidated with Medicare or another state's Medicaid program in the last 5 years, and paid an application fee, the application fee may not be required for revalidation. A copy of the receipt indicating payment to another state Medicaid agency must be uploaded on this page in the attachments section with a selection type of "Other".

The application fee is set annually by the Centers for Medicare & Medicaid Services (CMS). The updated fee begins on January 1 and ends on December 31 each year. Visit the Provider Enrollment web page for the current amount.

Attachments and Fees Panel - No Fee Required



Attachments and Fees Panel - Fee Required



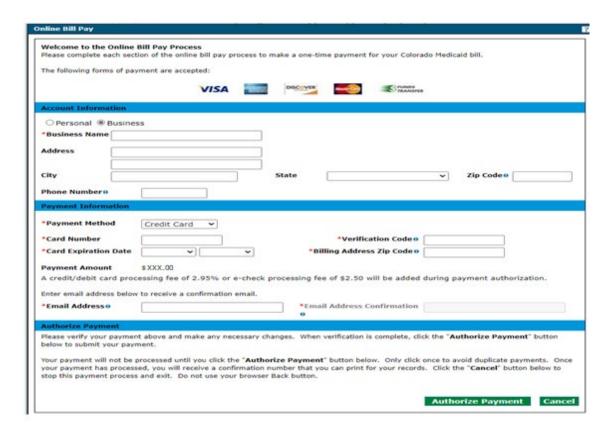
Financial Hardship

If the user is requesting a waiver for financial hardship, include a letter describing the financial hardship and why the hardship justifies an exception, as well as any additional supporting documentation that the user believes may aid the Department of Health Care Policy & Financing (the Department) and Centers for Medicare & Medicaid Services (CMS) in the determination.

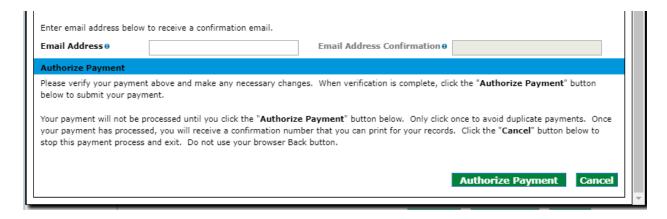
- Recommended supporting documentation includes most recent entity tax return(s), financial profit/loss exports (i.e., QuickBooks, Xero, etc.), three (3) or more bank statements and any additional documentation that would validate the hardship(s) indicated within the hardship letter.
 - Additional supporting documentation may include but is not limited to historical cost reports, recent financial reports such as balance sheets and income statements, cash flow statements, liability obligations, tax returns, etc.

If the user chooses to apply for an application fee waiver, the revalidation will be delayed while a determination is made. The letter and supporting documentation must be uploaded on this page in the attachments section with a selection type of "Other".

If it is determined that an application fee is due, click the "Online Bill Pay" link, and a payment form will open in a pop-up window:

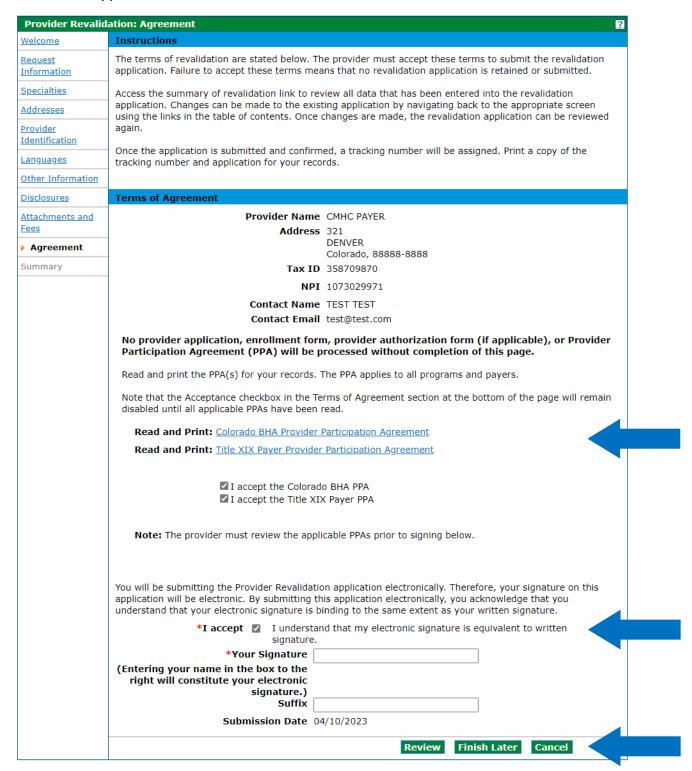


Note: A processing fee of 2.95% is charged for a debit/credit card payment, and a processing fee of \$2.50 is charged for an e-check.



Agreement Panel

All provider participation agreements must be read and accepted before submitting the revalidation application.

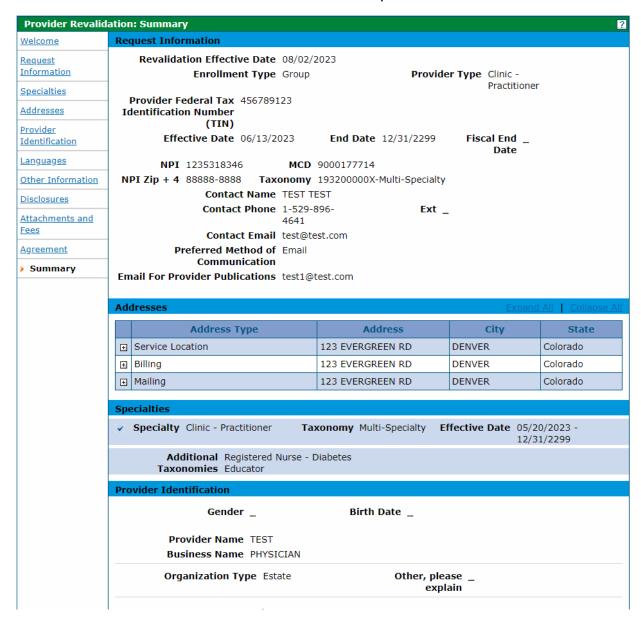


Once complete, a checkmark will appear.

Enter the Provider name as the electronic signature and click in the "I accept" box in order to complete the page. The "Review" button will then become active.

Summary Panel

This panel will show the Revalidation application in its entirety. At this point, the user should review all information that has been entered for accuracy.



Payer Title XIX Payer				
Medicare # _	Effective Date		licare _ Type	
NCPDP Provider ID Number Pharmacy Classification	-			
Languages				
Langua	Proficiency			
English		Professional Working Pr	oficiency	
Malpractice/General Liabi	lity Insurance			
No Malpra	ctice/General Liabilit	ty Insurance exist for t	his application	
Certification				
Specialty	Certificate Number	Certification Type	Effective Date	End Date
	1546465216	Accreditation	02/12/2022	06/12/2022
Clinic - Practitioner	15 10 105210			

Medicaid Participation

- Are you currently enrolled in the Title XVIII (Medicare) program or the Title XIX (Medicaid) program or CHIP of any other state(s)?

 No
- 2. Are you currently applying for enrollment in the Title XVIII (Medicare) program or the Title XIX (Medicaid) program or CHIP of any other state(s)?
- 3. Have you ever been denied enrollment for cause in the Title XVIII
 (Medicare) program or the Title XIX (Medicaid) program or CHIP in Colorado
 or of any other state(s)?
- 4. Has your enrollment in the Title XVIII (Medicare) program or the Title XIX (Medicaid) program or CHIP of any other state(s) ever been terminated or revoked for cause?
- 5. Have you ever been excluded from participation in Medicare, Medicaid and all other Federal health care programs by the Office of the Inspector General, U.S. Department of Health and Human Services?
- 6. Have you ever been excluded from participation in federal procurement?
 No
- 7. Do you hold all licenses and certifications as required based on your provider type? Yes

:5

- 8. Is this license expired, or subject to conditions or restrictions?
- Have you ever been subject to a payment suspension based on a credible allegation of fraud?
 No
- 10. Do you currently have an outstanding overpayment of \$1,500 or more that is over 30 days past due, you have not entered into a payment plan for, and is not currently the subject of an appeal? No

Website Address __

oisclosures		
Disclosure Name	Description	Status
A. OWNERSHIP OR CONTROL INTEREST	Persons (individual or corporation) with an ownership or control interest in the disclosing entity, fiscal agent or managed care entity having direct or indirect ownership of 5% or more, an officer/director of a corporation or a partner of a partnership.	Completed
B. SUBCONTRACTOR OWNERSHIP	Persons or entities with an ownership or controlling interest in any subcontractor in which the disclosing entity has direct or indirect ownership of 5% or more.	Completed
C. INDIVIDUAL RELATIONSHIPS	L RELATIONSHIPS Persons mentioned in Disclosure A and Disclosure B related to one another as a spouse, parent, child, or sibling.	
D. MANAGING EMPLOYEES	D. MANAGING EMPLOYEES Persons who hold a position of managing employee within the disclosing entity, fiscal agent or managed care entity.	
E. BUSINESS RELATIONSHIPS	Persons, businesses, organizations or corporations with an ownership or control interest (identified in Disclosure A) that have an ownership or controlling interest of 5% or more in any other provider, fiscal agent or managed care entity.	Completed
<u>F. CONVICTIONS OF CRIMINAL</u> <u>OFFENSE</u>	Persons who have an ownership or control interest in the provider, or is an agent or managing employee of the provider who has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, Children's Health Insurance Program or the Title XX services since the inception of these programs.	Completed

Supporting Documentation

Please submit electronic copies of all documentation required for the selected Provider Type and Specialty. A list of required documents can be found on this website: Colorado.gov/HCPF/Information-Provider-Type. If a hardship exemption is being requested in lieu of the application fee, please upload the letter and supporting documentation here as well.

Submit as Attachment: Completed W-9 Form (if applicable)

Submit as Attachment: Completed Proof of Lawful Presence (if applicable)

Submit as Attachment: Completed Supervising Physician Signature Form (if applicable)

Submit as Attachment: License (if applicable)

No Revalidation Attachments exist for this application

Application Fee

No Application Fee Required

Terms of Agreement

No provider application, enrollment form, provider authorization form (if applicable), or Provider Participation Agreement (PPA) will be processed without completion of this page.

Read and print the PPA(s) for your records. The PPA applies to all programs and payers.

Note that the Acceptance checkbox in the Terms of Agreement section at the bottom of the page will remain disabled until all applicable PPAs have been read.

Read and Print: Title XIX Payer Provider Participation Agreement

You will be submitting the Provider Revalidation application electronically. Therefore, your signature on this application will be electronic. By submitting this application electronically, you acknowledge that you understand that your electronic signature is binding to the same extent as your written signature.

I understand that my electronic signature is equivalent to written signature.

Your Signature test (Entering your name in the box to the right will constitute your electronic signature.)

Suffix

Agreement Date 08/02/2023

Instructions for Summary Page

If changes are required when viewing the Summary page, please select the appropriate link in the Table of Contents panel, navigate back to that page, and make changes. Note that if the Enrollment Type or Provider Type fields are modified on the Request Information page, that you will be required to navigate through the enrollment application wizard again and update all fields that are contingent upon these two fields. Once you have reviewed the contents of this application, select 'Confirm' to submit the enrollment for processing.

Please print a copy of this summary for your records.

Print Preview

Submit Finish Later Cancel

Print Preview - Select this button to print a copy of the Revalidation application. This will be the only opportunity to print a copy of the Revalidation application.

Submit – Select this button to submit the Revalidation application for review.

Finish Later – Select this button to save the information and finish the application later.

Cancel – Select this button to log out of the application without saving the information.

When the "Submit" button is selected, the user will be asked if they have printed a copy of this application for their records. If the user has already printed a copy, or does not wish to print a copy, click "OK". If the user would like to print a copy and has not done so yet, click "Cancel" to return to the application to print a copy.



Once the "OK" button has been selected, the provider will view the tracking number to the Revalidation application:



Select the "Exit" button to return to the Welcome panel.

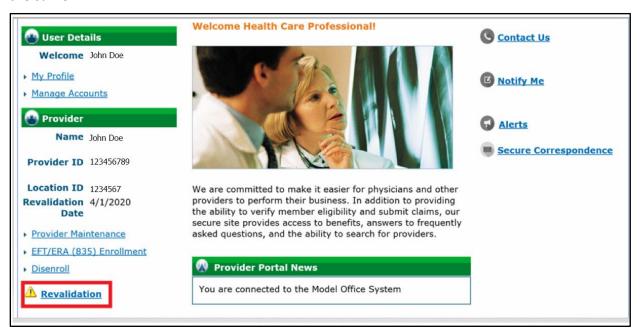
Providers may contact the Department's fiscal agent for Health First Colorado by calling the <u>Provider Services Call Center</u> for additional support.

Visit the For Our Providers web page for additional resources.

Resume Revalidation

If the user was unable to complete the revalidation process and elected to save the work, the process can be resumed by logging in to the Provider Web Portal and selecting the Revalidation link. The provider will be brought to the Revalidation application.

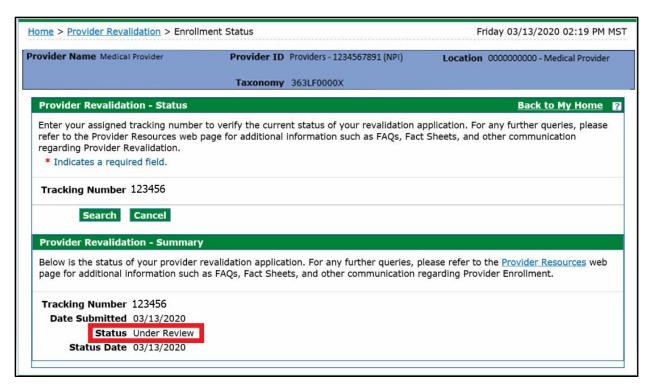
If the application was completed, but the user received a Return to Provider (RTP) email from fiscal agent stating additional or corrected information is needed, access the application using the same link.



Unless the Revalidation application is returned to a provider (RTP) for updates or corrections, no changes may be made to the information entered once the application is submitted.

Revalidation Status

If the application has been submitted for review, selecting the "Revalidation" link will bring the provider to the Provider Revalidation Status panel:

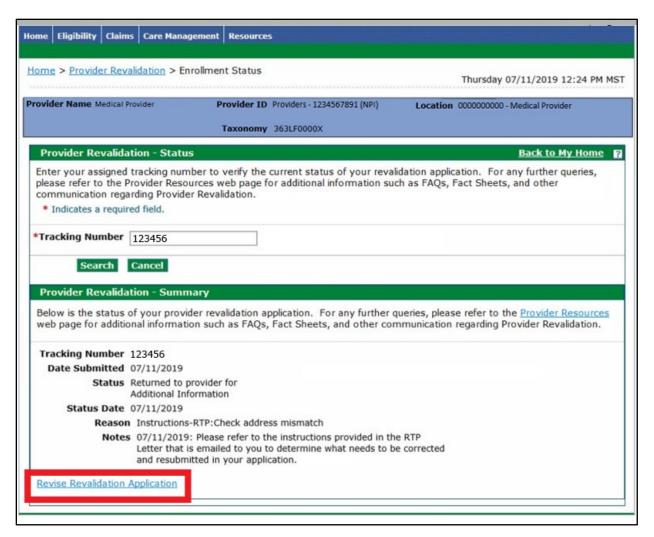


Even if there are notes here indicating the application needs to be returned to the provider, the user **will not** be able to access the application to make corrections until this status reads "Returned to Provider for Additional Information", "Returned to Provider for Additional Authorization(s)" or "Returned to Provider for Missing Documentation".

Once the Revalidation application is returned to the provider, a notification email is sent to the contact email address entered.

To make the required corrections the user will need to log in to the Provider Web Portal and select the revalidation link on the Welcome page. If the status indicates that corrections are needed, select the "Revise Revalidation Application" link as shown below.

This link only displays when the application is returned for corrections.



The user will then be brought to the Revalidation application to make the necessary corrections indicated in the letter and resubmit the Revalidation application.

Site Visits

Per federal requirement 42 CFR 455.432, site visits are required for providers who are designated as "moderate" or "high" categorical risks.

The purpose is to verify that the information submitted to the Department is accurate and to determine compliance with federal and state enrollment requirements. If the provider type falls into one of these risk categories, the user will be contacted for the required site visit. A representative will conduct a site visit for the service location to verify certain aspects of the revalidation. Providers that refuse a site visit may be excluded from participation.

Refer to the risk levels on the <u>Provider Type Information for Revalidation web page</u> for further information about risk categories by provider type.

Provider Revalidation Notifications

The provider will receive several email notifications during the revalidation process which will be sent to the contact email address entered in the Contact Information section of the Revalidation application.

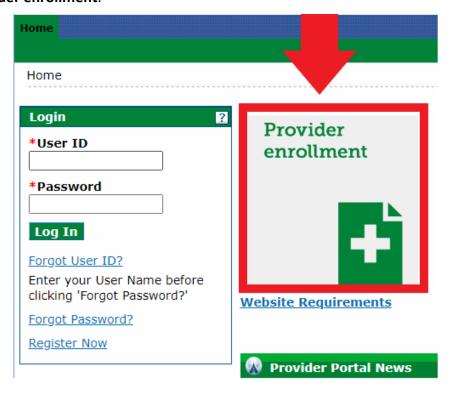
Fiscal agent reviewers may also use this information to reach out directly with questions about the Revalidation application.

- During the revalidation review process, if additional information and/or missing documentation is needed, a notification email will be sent to the email address entered in the contact information. The applicant will then be able to return to the Revalidation application by logging in to the Provider Web Portal and selecting the Revalidation link. Once this is completed, the fiscal agent will be notified of the update and will continue processing.
- Once the application has been reviewed, an email notification will be sent to the address entered in the contact information advising the applicant of the outcome.
 - If the Revalidation application is approved, the user will be advised of the approval.
 - If the Revalidation application is rejected, the user will be advised of the reason.
 (Refer to the File a Grievance section below for more information).

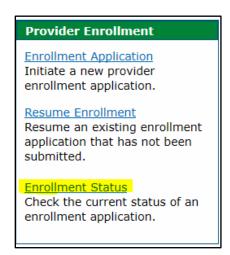
File a Grievance

The user has the option to submit a new Revalidation ATN or file a grievance to have the application re-opened for processing if the Revalidation application is rejected or denied. If the Revalidation ATN has been denied and the revalidation link is selected, this will initiate a new Revalidation application. The user may follow the below steps to submit a grievance to have the denied application re-opened for processing.

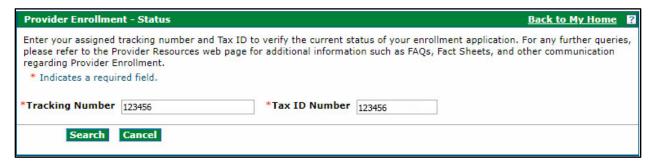
- 1. Go to the Provider Enrollment Portal Home page.
- 2. Click Provider enrollment.



3. Click Enrollment Status.



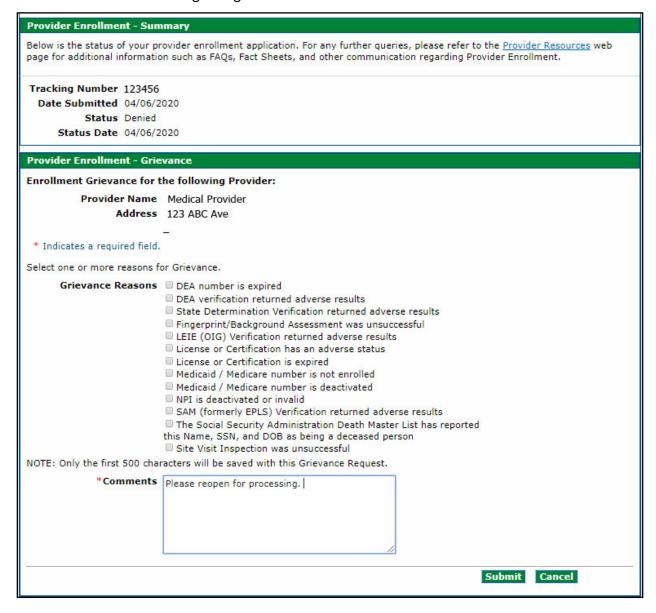
4. Enter the Application Tracking Number (ATN) and Tax ID Number (TIN), then click Search.



5. Scroll to the bottom of the page and click the **Click here to submit a grievance** link.



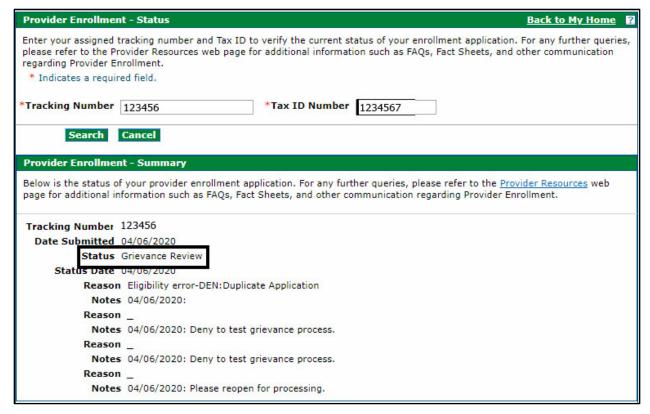
6. Enter the reason for disagreeing with the decision and click **Submit**.



Result: The grievance has been filed.



The status will change to reflect this.



The Revalidation application is returned to an "Under Review" status once the grievance is approved. The application will be processed by an analyst and an email will be sent to the contact if there are any remaining issues.

Revision Log

Revision Date	Section/Action	Pages	Made by
08/12/2020	Provider Revalidation Manual Created	-	DXC
10/01/2020	Changed DXC references to fiscal agent	50, 51, 54	Gainwell Technologies (formerly DXC)
10/2/2020	Updated graphic	8	HCPF
1/31/2022	Updated graphic with fee	8	Gainwell Technologies
3/10/2022	Updated for Provider Identification Panel update	14-17	Gainwell Technologies
9/26/22	Updated screenshots	14-16, 23-36	Gainwell Technologies
01/31/2023	Updated two graphics for 2023 application fee	39 - 40	Gainwell Technologies
02/16/2023	Updated browser name	2	Gainwell
	Updated verbiage and three graphics for Provider Identification, Agreement, Summary panels	12, 41- 42, 46-47	Technologies
	Updated graphic for Disclosures panel	45	
04/05/2023	Updated button verbiage and graphic (Completing the Revalidation Application)	5-6	Gainwell Technologies
	Updated Provider Web Portal link	6	
	Added Tracking Information section	10	
	Updated Cancel button verbiage	47	
	Updated Provider Enrollment Portal link	53	
06/15/2023	Updated graphic panels:		Gainwell
	Provider Identification	13	Technologies
	Agreement	42, 43	
	Terms of Agreement	48	

Revision Date	Section/Action	Pages	Made by
08/10/2023	Added graphic for Certification panel (Provider Identification Panel)	16	Gainwell Technologies
	3rd bullet, verbiage added for Certification record 2nd bullet, removed (Other Information Panel), 2 nd paragraph removed certification information verbiage Added graphic for Provider Revalidation: Summary	17 24 46, 47	
08/24/2023	(Summary Panel Updated screenshots Added Department of Regulatory Agencies (DORA) license information	14-16 17	Gainwell Technologies
12/14/2023	Updated screen shots/information for Language and Address panels Updated screen shots to make application fee amounts generic	19, 39-41 44	Gainwell Technologies
02/23/2024	Updated screen shots/language	19	Gainwell Technologies
04/18/2024	Updated screen shots/language Added Financial Hardship information	26-30 47	Gainwell Technologies