



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Avenue
Denver, CO 80203

Colorado Recovery Audit Contract (RAC) Inpatient Audits Updates

RAC-0005 June 2024

Resuming of Inpatient Audits

The Department is preparing to relaunch the inpatient audits with the option of provider rebilling. This includes the option to rebill at the initial notice phase or the informal reconsideration phase of an inpatient RAC audit. We are doing final testing of the system, programming our notices with the rebilling information, and finishing the rebilling instructions for providers.

While we are working through the final polishing of the updates, we also will be communicating the timeline and mailing schedules. We will not resume mailing of this audit until this information is provided. While inpatient rebilling is in place at this time, we want to ensure we are being fair and equitable by releasing any medical records requests or initial notices that were paused in the last few months in a very careful manner. We do not want to overwhelm any provider with a backlog of requests and findings.

Provider Resources

In the following weeks we will be publishing and sending out communications related to this mailing timeline to ensure every provider has time to prepare. We will also cover this topic in our stakeholder engagement to help clarify any information related to the changes.

To receive RAC communications via email, please refer to the [Colorado RAC Stakeholder Contact List Request Form](#)

We encourage providers to take time to ensure their information is correct in the claims system (interChange), that they have access to the HMS Colorado RAC Portal, or that they review training materials related to the RAC reviews.

The [HMS Colorado RAC Portal](#) is not the same as the claims system (InterChange) and if providers are interested in relieving some of the cost associated with mailing records, or want to lessen the administrative burden associated with manual processes, we encourage them to use the HMS Colorado RAC Portal.

It has features such as:

- Electronically submitting medical records and informal reconsiderations
- Receiving digital copies of all correspondence
- Selecting a specific address to have all correspondence mailed to
- Have multi-person access to all audit tracking, correspondence, and reporting
- Downloading claims information into spreadsheets
- New Feature Coming Soon: Peer comparison reporting & Scorecards

We appreciate the patience while HCPF reprogrammed the claims system and overhauled the inpatient audits. We look forward to a streamlined approach and will continue to monitor our RAC audits and update the program as needed.

More information & Resources available at:

[HMS Colorado RAC Portal Guide](#)

[HMS Colorado RAC website](#)

[HCPF RAC Website](#)