



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Avenue
Denver, CO 80203

Colorado Recovery Audit Contract (RAC) Inpatient Audit Updates

RAC-0006 July 2024

Resuming of Inpatient Audits

In June of 2024 HCPF sent out [communication](#) about preparing to relaunch the Recovery Audit Contract (RAC) inpatient audits. We are starting the process of mailing out medical records requests this month for all inpatient findings, however, the initial notices of overpayments will not be mailed out this month. As a reminder, this pause was initiated as part of the preparation to allow re-billing of inpatient claims that were identified as more appropriate under the outpatient level of care.

We are finalizing the mailing schedule for any notices of overpayment that were paused during this past year and will send out communication in the following weeks. The volume of medical records requests and the mailing plan for notices of overpayments that were on pause are being analyzed together to ensure the timelines and the amount of administrative work is balanced for providers, HCPF, and for HMS staff. We are being very cautious about this relaunch because we all have finite resources and want to balance accountability with the need to serve our clients.

Providers can expect to see the medical records requests in alignment with the [claims limits](#), which we provided clarification about in June as well.

Provider Resources

We are working on training for claims limits and publishing of the specific providers tiers, as well as introducing the provider scorecards in the [HMS Colorado RAC provider Portal](#). These resources will help providers to understand what to expect, what their scorecards reflect, and what their trends or billing patterns are throughout time.

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.

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

Colorado RAC audit information & training materials:

[HMS Colorado RAC website](#)

[HCPF RAC Website](#)

[HMS Colorado RAC Portal Guide](#)