

Dear Provider,

Some claims are currently denying for no license on file. Practitioner licenses expired with the Department of Regulatory Agencies (DORA) on April 30, 2025. Some licenses were automatically updated. Providers may have an active license with DORA but the license may not be on file with Health First Colorado (Colorado's Medicaid program).

If an exact match for the provider's name is not found, the license must be manually updated through the [Provider Web Portal](#) by the provider to avoid claim denials. The grace period for this issue has ended and claims that previously were paid may now deny. Providers are urged to check the status of the individual's provider license on file and update as needed.

Contact the [Provider Services Call Center](#) with any questions.

Thank you,

Department of Health Care Policy & Financing

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