9/15/16

Providers –What you need to know or do in preparation for October 31, 2016 – Part 1

It's very important that you read this entire guide and please share it widely across your organization.

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Are you ready?

On October 31, 2016 the Department of Health Care Policy and Financing (Department) will launch a new Claims Payment System, the Colorado interChange, for processing payments for services rendered on behalf of Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members. In addition, a new provider Web Portal and a new Pharmacy Benefits Management System (Pharmacy Point of Sale system) will launch October 31st. This will not only be a transition to new systems, but to new vendors and new processes as well.

The Department has created this guide to help inform and prepare providers for these changes. This document contains general guidelines for our providers and is not intended to provide comprehensive guidance for every situation.

Section 1 - Have you completed revalidation and/or enrollment into the Colorado interChange?

No? Please visit our Provider Enrollment web page to get started.

Enrollment into the Colorado interChange is the most basic requirement when preparing for October 31, 2016. The provider information in the interChange feeds into the rest of our systems. If you are not enrolled in the Colorado interChange, you will not be able to perform basic tasks such as verifying member eligibility and submitting PARs. Most importantly – you will not be able to submit claims or receive payments. Bottom line - if you are not enrolled in the interChange, you no longer have an active Provider Participation Agreement with the Department and you are no longer a Health First Colorado or CHP+ provider.

You can always enroll after October 31, 2016, but keep in mind that you will be considered a *new* provider and we cannot guarantee payments for items or services provided during a lapse in your Provider Participation Agreement.

Section 2 - Are you aware of the upcoming deadlines to submit claims and PARs?

No? Please download this list of important dates along with this claims calendar.

Pharmacies – Please download this list of important pharmacy dates and this pharmacy claims calendar.

Dental Providers, SEPs, CCBs, and Case Management Agencies - you will receive additional information soon.

A lot of work goes into building a new system, with a lot of moving parts. Rest assured that we are doing everything possible to minimize any negative impacts of this transition on our provider community and the Coloradans we cover. Even so, we are approaching a system transition where we need to stop incoming data so the new systems can pick up where the old ones left off. Unfortunately, this means there **will** be times when we cannot accept incoming claims, PARs, or even updates to provider information. We've outlined these dates and times for you in the 'important dates' and 'calendar' documents referenced above. To help us help you, please make sure these documents make their way to your billing department, your front desk, the people who submit your PARs and your accounting team.

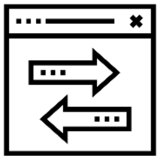
Section 3 - Are you planning for a delay in payment? $$

No? Please read this 60-Day Transition Notice for specific information.

As noted above, we will need to stop incoming data so the new systems can pick up where the old ones left off. Without incoming data, we are not able to process claims or send outgoing payments. **The length of delay you should expect will depend on the type and methodology of the claims you are submitting.** Paper claims take longer to process, so we will stop accepting them *earlier* than claims submitted electronically. Specific dates are provided in the 60-Day Transition Notice and, just like the documents in Section 2, please share them with your billing department and your accounting team so they can plan accordingly.

Section 4 - If you are a batch claims submitter, have you enrolled as a Trading Partner in the interChange?

No? Please visit our EDI Support web page https://www.colorado.gov/hcpf/edi-support to get started.



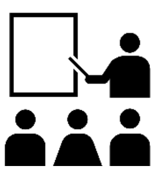
If you are a batch submitter or plan to become a batch submitter after October 30, 2016, you will need to enroll as a Trading Partner for the Colorado interChange. The Trading Partner ID you currently use to transmit your batch files will not work in the interChange. The process to enroll as a Trading Partner is fairly simple, but you will need to submit test transactions before being approved to submit transactions in the new system. Trading Partner enrollment started in early September 2016. Be sure you enroll, test, and receive authorization before October 31, 2016 (the first date you'll be able to submit batch claims with your new TPID).

The providers for whom you submit batch claims will need to **authorize you** as their submitter, **even** if you were authorized in the old system. All the information you need to enroll and test can be found on our EDI Support web page. We also recommend that you download the list of important dates and claims calendars referenced in Section 2 above.

Section 5 - Do you know when training will begin on the new systems?

No? Here is the training schedule. Registration information will be posted on our Provider Resources web page as soon as it's available...check this website daily.

Pharmacies – your training schedule will be posted on our Pharmacy Transition web page as soon as it's available. Again, check the website daily.



Training will teach you everything you need to know about the new provider Web Portal, the new PBMS, and more. Training classes will cover a large variety of topics, including day-to-day tasks such as submitting claims via the Web Portal, verifying member eligibility, updating your information online, pulling reports and verifying PARs. There will also be training on Trading Partner administration, applying for electronic health records (EHR) incentive payments, and even training about what members will be able to do via the new Member Portal.

Do you have our Provider Resources web page bookmarked?

No? Bookmark it now, our Provider Resources web page is where we will post important transition-related information.

Keep an eye out for Part 2 of this guide!

Part 2 will be available mid-October and will include important policy changes and reminders, along with final steps you may need to take prior to (or shortly after) October 31, 2016.