



Dear Providers,

This special newsletter provides updates and information concerning Provider Enrollment. This communication is intended for your organization's enrollment or credentials specialists. If you are not the enrollment or credentials specialist, please forward this newsletter to the appropriate staff person(s) in your organization. Providers are encouraged to visit the [Provider Enrollment web page](#) for more information.

## Important Provider Enrollment Topics

### Current Licensure Requirement

Providers are required to keep all licensure information current. An expired license can be updated by submitting a provider maintenance request via the [Provider Web Portal](#).

More information can be found in the [Provider Maintenance Quick Guide – License Update](#), located on the [Quick Guides and Webinars web page](#).

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### Common Reasons Enrollment Applications Are Returned to Providers

Did you know that half of all enrollment applications are returned to providers for the following errors? Providers are encouraged to review the information below for faster approval.

- **Incorrect Taxonomy Code** - The NPI and taxonomy code submitted with the provider's enrollment application must match the information on record with the National Plan and Provider Enumeration System (NPPES).
- **Missing or Non-Matching Attachment Information** - Information on the document(s) provided as proof of licensure, certifications, insurance or any additional required documentation must match the information provided on the application. Legal entity information on the application must match the documents provided as proof of legal entity status.
  - **Licenses and Certifications** - Effective dates or end dates provided on the application must match the documents provided as proof of licensure/certification.
  - **Professional Liability Insurance** - Coverage dates provided on the application must match the documents provided as proof of insurance.
  - **Electronic Funds Transfer (EFT)**
    - Bank letters attached must include:
      - A current date (within six months of the enrollment application date)
      - Business name and address
      - Information on the account type, routing number, and account number
      - Signature from an authorized bank representative from the attached bank's company
    - Voided checks attached must include:
      - The business name and address
      - Routing and account numbers
    - W-9 - The Organization in the application needs to match the Tax Classification on the W-9. The W-9 must also be dated within six months of the enrollment application date.
  - **Tax Identification Numbers: Social Security Number (SSN) and Federal Employer Identification Number (FEIN)** - Individuals are required to use a personal SSN as a form of valid Tax ID. Facilities and groups will input a FEIN available to use as a Tax ID.
  - **Disclosures** - Business ownership information is required when completing the Disclosures section of the application. Ownership and Control Interest is submitted for the enrolling entity. If the enrolling entity is an Individual practitioner,

Ownership and Control information of the billing provider is not required, so the response to Section A is generally "No".

- An SSN is required for each owner when disclosing information for individual owners of the business. A secondary question, 'Is this entity an individual?', must be answered 'Yes' when disclosing information for individual owners of the business. An additional question, 'Date of Birth' will be populated and must be answered when disclosing information for individual owners of the business.
- If there is no ownership of 5%, the board of directors' information should be entered, including addresses, dates of birth, and social security numbers for each individual listed.

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### Change of Ownership

A change of ownership occurs when a **new tax identification number** is issued. If there is no change in the tax identification number, a change of ownership notification is not necessary. Other changes, such as a change to the organization's legal name or a change in owners or board of directors can be handled with a simple update to the provider's existing information.

View the [Change of Ownership \(CHOW\) FAQs](#) drop-down section on the [Provider FAQ Central web page](#).

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### End Date/Expiration Date Fields in the Provider Enrollment Application

There are some data fields in a provider enrollment application and provider maintenance update that require an end date or expiration date for items such as insurance policies and certifications. Sometimes the required accompanying document does not indicate a specific end date or expiration date. In these cases, it is recommended to enter the date "12/31/2299" on the provider application or maintenance update as the item's end date/expiration date.

## Helpful Resources

### Updated Provider Enrollment Web Page

The [Provider Enrollment web page](#) has been updated to better serve Health First Colorado and Child Health Plan *Plus* (CHP+) providers who are enrolling. The web page contains enrollment instructions, resources, forms, news and updates. The process to begin an enrollment application will look different. Provider are encouraged to carefully review the provider type information before proceeding to the application.

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### Additional Resources

- [Provider Services Call Center](#) at 1-844-235-2387, then select option 2 and then option 5
- [Enrollment Best Practices](#)
- [Trading Partner Enrollment Information](#)
- [Enrollment and Web Portal Quick Guides](#)
- [Information for Ordering, Prescribing, Referring \(OPR\) Providers](#)

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