Colorado Medical Assistance Program Fiscal Agent

ACS
A xerox Company

Denver Club Building, 518 17th Street, 4th floor, Denver, CO 80202

Phone Numbers and Addresses

Medical Assistance Program
Provider Services
Provider assistance, enrollment, and training
Monday through Friday, 8:00 AM to 5:00 PM
Toll Free 1-800-237-0757 or 1-800-237-0044
Fax 303-534-0439

Paper Claim Submissions
and
Paper Prior Authorization Requests
PO Box 30
Denver, CO 80201-0030

Fiscal Agent
Prior Authorization Assistance
Monday through Friday, 8:00 AM to 5:00 PM
Toll Free 1-800-237-0757 or 1-800-237-0044

Provider Forms
and
Provider Enrollment
PO Box 1100
Denver, CO 80201-1100

Electronic Data Interchange (EDI) Support
Technical Assistance
Monday through Friday, 8:00 AM to 5:00 PM
Toll Free 1-800-237-0757 or 1-800-237-0044

Correspondence
and
Adjustment Requests
PO Box 90
Denver, CO 80201-0090

Prescription Drug Card System (PDCS)
Pharmacy Support

- **Prescription drug prior authorizations**
- **Pharmacy claim submission and Pro-DUR questions**

24 hours a day – Seven days a week
Toll Free 1-800-365-4944
Fax 1-888-772-9696

Presumptive Eligibility
Medicaid billing questions to
ACS Provider Services
1-800-237-0757 or 1-800-237-0044
CHP+ billing questions to
Colorado Access
1-888-214-1101 (Toll Free)

Fax-Back Eligibility Verification
Verify eligibility and receive a faxed eligibility report
24 hours a day – Seven days a week
Toll Free 1-800-493-0920

Colorado Medical Assistance Program Eligibility Response System (CMERS/AVRS)
Eligibility and Warrant Information by touch-tone telephone
24 hours a day – Seven days a week
Toll Free 1-800-237-0757 or 1-800-237-0044

Colorado Medical Assistance Program Fiscal Agent Information on the Web

• Billing Manuals • Bulletins • EDI Support • Enrollment • FAQs • Forms
• Manuals • Specifications • Training/Workshops •News/Updates • Web Portal News

colorado.gov/hcpf ➡Providers ➡Provider Services

Rev 03/11

Colorado Medical Assistance Program Fiscal Agent

ACS
A xerox Company

Denver Club Building, 518 17th Street, 4th floor, Denver, CO 80202

Phone Numbers and Addresses

Medical Assistance Program
Provider Services
Provider assistance, enrollment, and training
Monday through Friday, 8:00 AM to 5:00 PM
Toll Free 1-800-237-0757 or 1-800-237-0044
Fax 303-534-0439

Paper Claim Submissions
and
Paper Prior Authorization Requests
PO Box 30
Denver, CO 80201-0030

Fiscal Agent
Prior Authorization Assistance
Monday through Friday, 8:00 AM to 5:00 PM
Toll Free 1-800-237-0757 or 1-800-237-0044

Provider Forms
and
Provider Enrollment
PO Box 1100
Denver, CO 80201-1100

Electronic Data Interchange (EDI) Support
Technical Assistance
Monday through Friday, 8:00 AM to 5:00 PM
Toll Free 1-800-237-0757 or 1-800-237-0044

Correspondence
and
Adjustment Requests
PO Box 90
Denver, CO 80201-0090

Prescription Drug Card System (PDCS)
Pharmacy Support

- **Prescription drug prior authorizations**
- **Pharmacy claim submission and Pro-DUR questions**

24 hours a day – Seven days a week
Toll Free 1-800-365-4944
Fax 1-888-772-9696

Presumptive Eligibility
Medicaid billing questions to
ACS Provider Services
1-800-237-0757 or 1-800-237-0044
CHP+ billing questions to
Colorado Access
1-888-214-1101 (Toll Free)

Fax-Back Eligibility Verification
Verify eligibility and receive a faxed eligibility report
24 hours a day – Seven days a week
Toll Free 1-800-493-0920

Colorado Medical Assistance Program Eligibility Response System (CMERS/AVRS)
Eligibility and Warrant Information by touch-tone telephone
24 hours a day – Seven days a week
Toll Free 1-800-237-0757 or 1-800-237-0044

Colorado Medical Assistance Program Fiscal Agent Information on the Web

• Billing Manuals • Bulletins • EDI Support • Enrollment • FAQs • Forms
• Manuals • Specifications • Training/Workshops •News/Updates • Web Portal News

colorado.gov/hcpf ➡Providers ➡Provider Services

Rev 03/11