



Provider News & Resources

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Early Closure:

Provider Services Call Center

Live agent support will be **unavailable** for the [Provider Services Call Center](#) due to training on **Friday, February 17, 2023, from 1:00 p.m. - 5:00 p.m. MT.**

Providers may still check claims, member eligibility, or warrant status through the Provider Services Call Center virtual agent.

Holiday Closure:

Presidents Day - Monday, February 20, 2023

State Offices, the ColoradoPAR Program, Gainwell Technologies and DentaQuest will be closed.

Update: COVID-19 Monoclonal Antibody Injection Evusheld

On January 26, 2023, the U.S. Food and Drug Administration (FDA) revised the Emergency Use Authorization (EUA) for the investigational monoclonal antibody COVID-19 therapy Evusheld (tixagevimab co-packaged with cilgavimab).

The FDA announced that Evusheld is not authorized for emergency use in the United States. Refer to the [FDA Bulletin](#) for additional information regarding the announcement.

Due to Evusheld no longer being authorized for emergency use in the United States, Health First Colorado will no longer process or pay for claims when billed for Q0220, Q0221, M0220, and M0221. Effective January 26, 2023, all claims billed for Q0220, Q0221, M0220, and M0221 will be denied.

Contact Felecia.Gephart@state.co.us for questions or concerns.

Physician Administered Drug (PAD) Providers: Verify Benefit Coverage

New Physician Administered Drugs (PAD) HCPCS cannot be considered a covered benefit unless rebate enrolled National Drug Codes (NDCs) are verified.

Providers are encouraged to verify coverage **prior** to providing the service.

Featured Resource: General Provider Information Manual

This manual provides general information about Health First Colorado to assist enrolled providers with submitting claims for services rendered to Health First Colorado members.

Examples: provider types, member eligibility, covered services, provider enrollment

Providers are encouraged to reference the manual for program information and billing questions which may help eliminate misunderstandings.

Examples: payment delays, incorrect payments, payment denials, billing procedures

Visit the [General Provider Information Manual web page](#) to locate all manual content.

Recently Updated Billing Manuals

- [Appendix R - Remittance Advice \(RA\) Messages](#)
- [General Provider Information](#)

Visit the [Billing Manuals web page](#) to locate all published manuals.

Known Issues

Claims for HCPCS 2023 Procedure Codes Suspending for Explanation of Benefits (EOB) 0000

Effective January 1, 2023, claims billed with a HCPCS 2023 procedure code may begin suspending for EOB 0000 - "This claim/service is pending for program review." The Colorado interChange is being updated with the 2023 HCPCS billing codes based on the Centers for Medicare & Medicaid Services (CMS) annual release of deletions, changes and additions.

Refer to the [Special Provider Bulletin - Healthcare Common Procedure Coding System \(HCPCS\) Updates for 2023 \(B2300489 - 01/23\)](#) for more information.

Claims will be released from suspense once the update is complete.

Providers are reminded to check the [Provider Rates & Fee Schedule web page](#) before billing, to ensure the codes are a covered benefit. All codes must be reviewed for medical necessity, prior authorization coverage standards and rates before the codes are reimbursable.
