



COLORADO
Department of Health Care
Policy & Financing

Provider News & Resources

Special Issue: Public Health Emergency (PHE) Unwind Resources

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Upcoming Holidays:

**Memorial Day -
Monday, May 29, 2023**

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

Scammer Alert

Scammers are targeting Health First Colorado (Colorado's Medicaid program) and Child Health Plan *Plus* (CHP+) members through text messages and phone calls. Members are being told that they must pay to keep or renew their health coverage.

Members or applicants are **never** asked for money, bank account or credit card information, social security numbers or any other financial information through text or over the phone. Help spread the word and report any suspected scam activity to the [Attorney General Consumer Protection Unit](#).

The COVID-19 Public Health Emergency (PHE)

The COVID-19 Public Health Emergency (PHE) ended on May 11, 2023. To learn more about flexibilities that have been made permanent and those that are changing, refer to the [Overview of COVID-19 Emergency Federal Flexibilities - Colorado Medicaid section](#) on the [End of the Public Health Emergency web page](#). The web page features a chart of what flexibilities were requested, what was used, what policy changes were made permanent and what will be changing at the conclusion of the PHE.

These provisions will be communicated to impacted providers, stakeholders and members through member newsletters, provider bulletins, the Department of Health Care Policy & Financing (the Department) and Health First Colorado websites and other stakeholder communications as timelines are finalized. Some provisions could still change as additional federal guidance is received.

Colorado is returning to regular eligibility renewal processes for Health First Colorado and Child Health Plan *Plus* (CHP+), with renewals due in May 2023. Not all members will be renewed at the same time. The renewal redetermination process will continue month by month through April 2024, for all 1.75 million members. Each member's renewal month will align with their already established annual renewal month.

How can providers help with the renewal process?

Providers can build awareness about the renewal process by posting flyers in their public areas. Flyers, social media, website content and other outreach tools can be found on the [PHE Planning web page](#). The materials in the toolkits raise awareness on key actions for members to take:

- Updating contact information,
- Taking action when a renewal is due, and
- Seeking help with renewals at community or county resources when needed.

Providers can also educate themselves and their staff on the basics of the renewal process to assist patients who may have questions. Refer to the Renewal Toolkit located on the [Understanding the Renewal Process web page](#).

Will providers be able to see member renewal due dates in the Provider Web

Portal?

The [Provider Web Portal](#) does not provide the eligibility renewal due dates. The Web Portal will show coverage start and end dates. Members are encouraged to log into their PEAK accounts to see their renewal due dates.

Members with questions about the renewal process can learn more by visiting the [Health First Colorado Renewals web page](#), available in [English](#) and [Spanish](#).

Provider Revalidations

The flexibility that paused disenrollment for providers past their revalidation date during the COVID-19 PHE is ending effective November 12, 2023. Providers with revalidation due dates of October 1, 2020, through November 11, 2023, will be given a post-PHE grace period to complete the revalidation process. Health First Colorado will notify providers in the coming weeks of their new revalidation date. Providers will be sent another notification 6 months prior to their revalidation date.

Providers with revalidation due dates between October 1, 2020, through November 11, 2023, who had **no claims activity in the last 3 years** must revalidate by November 11, 2023.

Providers that do not complete the revalidation process by their revalidation due date will be subject to claims denial or disenrollment.

Providers with revalidation applications that are 'in process' must complete the process by November 11, 2023, or by their revalidation date, whichever comes first.

Visit the [Revalidation web page](#) to learn more about the provider revalidation process and how to prepare.

Resources and How to Stay Informed

The [Public Health Emergency \(PHE\) Planning web page](#) will be updated as new information about the end of the COVID-19 PHE and other COVID-19 policy evolves. [Sign up](#) for the

monthly COVID-19 PHE updates newsletter to stay informed about the latest updates.

Extensive partner toolkits regarding the end of the continuous coverage requirement have been developed. The [Update Your Address Campaign](#), [Understanding the Renewal Process](#) and [Take Action on Your Renewal](#) toolkits all include resources to help members take action to keep coverage. A new web page, [Keep Coloradans Covered](#), includes partner resources and information for those who may need to transition to other coverage.
