

Beginning Billing Workshop Practitioner

Health First Colorado (Colorado's Medicaid Program)
2016



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Policy & Financing



Centers for Medicare & Medicaid Services

xerox



Xerox State Healthcare



Health First Colorado/CHP+ Medical Providers



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Training Objectives

- Billing Pre-Requisites
 - National Provider Identifier (NPI)
 - What it is and how to obtain one
 - Eligibility
 - How to verify
 - Know the different types
- Billing Basics
 - How to ensure your claims are timely
 - When to use the CMS 1500 paper claim form
 - How to bill when other payers are involved



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What is an NPI?

- National Provider Identifier
- Unique 10-digit identification number issued to U.S. health care providers by CMS
- All HIPAA covered health care providers/organizations must use NPI in all billing transactions
- Are permanent once assigned
 - Regardless of job/location changes



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What is an NPI? (cont.)

- How to Obtain & Learn Additional Information:
 - CMS web page (paper copy)-
 - www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProidentStand/index.html?redirect=/nationalprovidentstand/
 - National Plan and Provider Enumeration System (NPPES)-
 - www.nppes.cms.hhs.gov
 - Enumerator-
 - 800-456-3203
 - 800-692-2326 TTY



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Department Website

The screenshot shows a web browser at the URL <https://www.colorado.gov/hcpf>. The page header includes the Colorado logo and the text "Colorado The Official Web Portal". The main heading is "COLORADO Department of Health Care Policy & Financing". A navigation menu contains "Home", "For Our Members", "For Our Providers", and "For Our Stakeholders". A callout box labeled "1" points to the URL in the browser's address bar. Another callout box labeled "2" points to the "For Our Providers" menu item. Below the navigation, a banner states: "We administer Medicaid, Child Health Plan Plus, and other health care programs for Coloradans who qualify." The main content area features four large buttons: "Explore Benefits" (with a magnifying glass icon), "Apply Now" (with a checkmark icon), "Find Doctors" (with a group of people icon), and "Get Help" (with an information icon). At the bottom, there are two promotional boxes: "Feeling Sick? For medical advice, call the Nurse Line: 800-283-3221" and "Get Covered. Stay Healthy. colorado.gov/health".



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Provider Home Page

Find what you need here

Contains important information regarding Health First Colorado (Colorado's Medicaid Program) & other topics of interest to providers & billing professionals

The screenshot shows the 'Provider Home Page' of the Colorado Department of Health Care Policy & Financing. The page has a blue header with the text 'The Official Web Portal' and a 'Translate' button. The main content area features the department's logo and name. A navigation menu is located below the header, with 'For Our Providers' selected. The 'For Our Providers' section contains four main links: 'Why should you become a provider?' (with a cross icon), 'How to become a provider (enroll)' (with a document icon), 'Provider services (training, & more)' (with a dollar sign icon), and 'What's new? (bulletins, newsletters, updates)' (with a radio tower icon). Below these are six quick links: 'CBMS Colorado Benefits Mgmt. System', 'DDweb', 'Web Portal', 'Get Help', 'Get Info', and 'Find a Doctor'.



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Provider Enrollment

Question:

What does Provider Enrollment do?

Answer:

Enrolls **providers** into the Colorado Medical Assistance Program, not members

Question:

Who needs to enroll?

Answer:

Everyone who provides services for Medical Assistance Program members

- Additional information for provider enrollment and revalidation is located at the Provider Resources website



Rendering Versus Billing

Rendering Provider

Individual that provides services to a Health First Colorado member



Billing Provider

Entity being reimbursed for service



Verifying Eligibility

- Always print & save copy of eligibility verifications
- Keep eligibility information in member's file for auditing purposes
- Ways to verify eligibility:



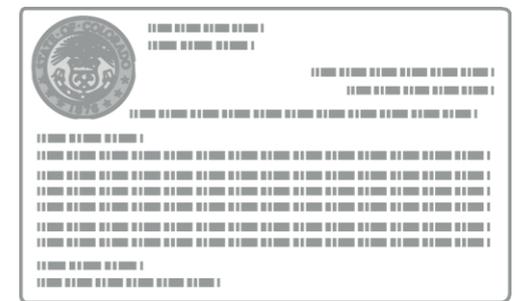
Colorado Medical
Assistance Web Portal



Fax Back
1-800-493-0920



CMERS/AVRS
1-800-237-0757



Health First
Colorado ID Card
with Switch Vendor

Eligibility Response Information

Eligibility
Dates

Co-Pay
Information

Third Party
Liability
(TPL)

Prepaid
Health Plan

Medicare

Special
Eligibility

BHO

Guarantee
Number



Eligibility Request Response (271)

[Print](#) [Return To Eligibility Inquiry](#)

Eligibility Request

Provider ID: National Pro
From DOS: Through D
Client Detail
State ID: DOB:
Last Name: First Name

CO MEDICAL ASSISTANCE

Response Creation Date & Time: 05/19/2

Contact Information for Questions on Res
Provider Relations Number: 800-237-075

Requesting Provider
Provider ID:
Name:

Client Details
Name:
State ID:

Client Eligibility Details

Eligibility Status: **Eligible**
Eligibility Benefit Date:
04/06/2011 - 04/06/2011
Guarantee Number: **111400000000**
Coverage Name: Medicaid

PREPAID HEALTH PLAN OR ACCOUNTABLE CARE COLLABORATIVE

Eligibility Benefit Date:
04/06/2011 - 04/06/2011
Messages:

MHPROV Services

Provider Name:
COLORADO HEALTH PARTNERSHIPS LLC

Provider Contact Phone Number:
800-804-5008

Information appears in sections:

- Requesting Provider, Member Details, Member Eligibility Details, etc.
- Use scroll bar on right to view details

Successful inquiry notes a Guarantee Number:

- Print copy of response for member's file when necessary

Reminder:

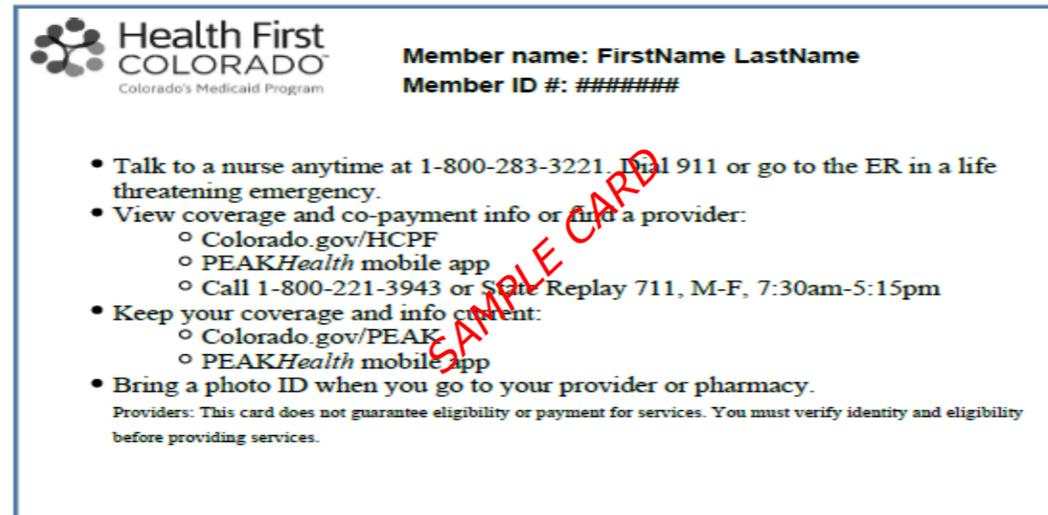
- Information received is based on what is available through the Colorado Benefits Management System (CBMS)
- Updates may take up to 72 hours



Health First Colorado

Identification Cards

- Providers may begin seeing the newly branded cards as early as March 20, 2016



- Older branded cards are valid
- Identification Card does not guarantee eligibility



Eligibility Types

- Most members = Regular Health First Colorado benefits
- Some members = different eligibility type
 - Modified Medical Programs
 - Non-Citizens
 - Presumptive Eligibility
- Some members = additional benefits
 - Managed Care
 - Medicare
 - Third Party Insurance



Eligibility Types

Modified Medical Programs

- Members are not eligible for regular benefits due to income
- Some Colorado Medical Assistance Program payments are reduced
- Providers cannot bill the member for the amount not covered
- Maximum member co-pay for OAP-State is \$300
- Does not cover:
 - Long term care services
 - Home and Community Based Services (HCBS)
 - Inpatient, psych or nursing facility services



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Eligibility Types

Non-Citizens

- Only covered for admit types:
 - Emergency = 1
 - Trauma = 5
- Emergency services (must be certified in writing by provider)
 - Member health in serious jeopardy
 - Seriously impaired bodily function
 - Labor / Delivery
- Member may not receive medical identification care before services are rendered
- Member must submit statement to county case worker
- County enrolls member for the time of the emergency service only



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What Defines an “Emergency”?

- Sudden, urgent, usually unexpected occurrence or occasion requiring immediate action such that of:
 - Active labor & delivery
 - Acute symptoms of sufficient severity & severe pain in which, the absence of immediate medical attention might result in:
 - Placing health in serious jeopardy
 - Serious impairment to bodily functions
 - Dysfunction of any bodily organ or part



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Eligibility Types

Presumptive Eligibility

- Temporary coverage of Health First Colorado or CHP+ services until eligibility is determined
 - Member eligibility may take up to 72 hours before available
- Health First Colorado Presumptive Eligibility is only available to:
 - Pregnant women
 - Covers DME and other outpatient services
 - Children ages 18 and under
 - Covers all Health First Colorado covered services
 - Labor / Delivery
- CHP+ Presumptive Eligibility
 - Covers all CHP+ covered services, except dental



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Eligibility Types

Presumptive Eligibility (cont.)

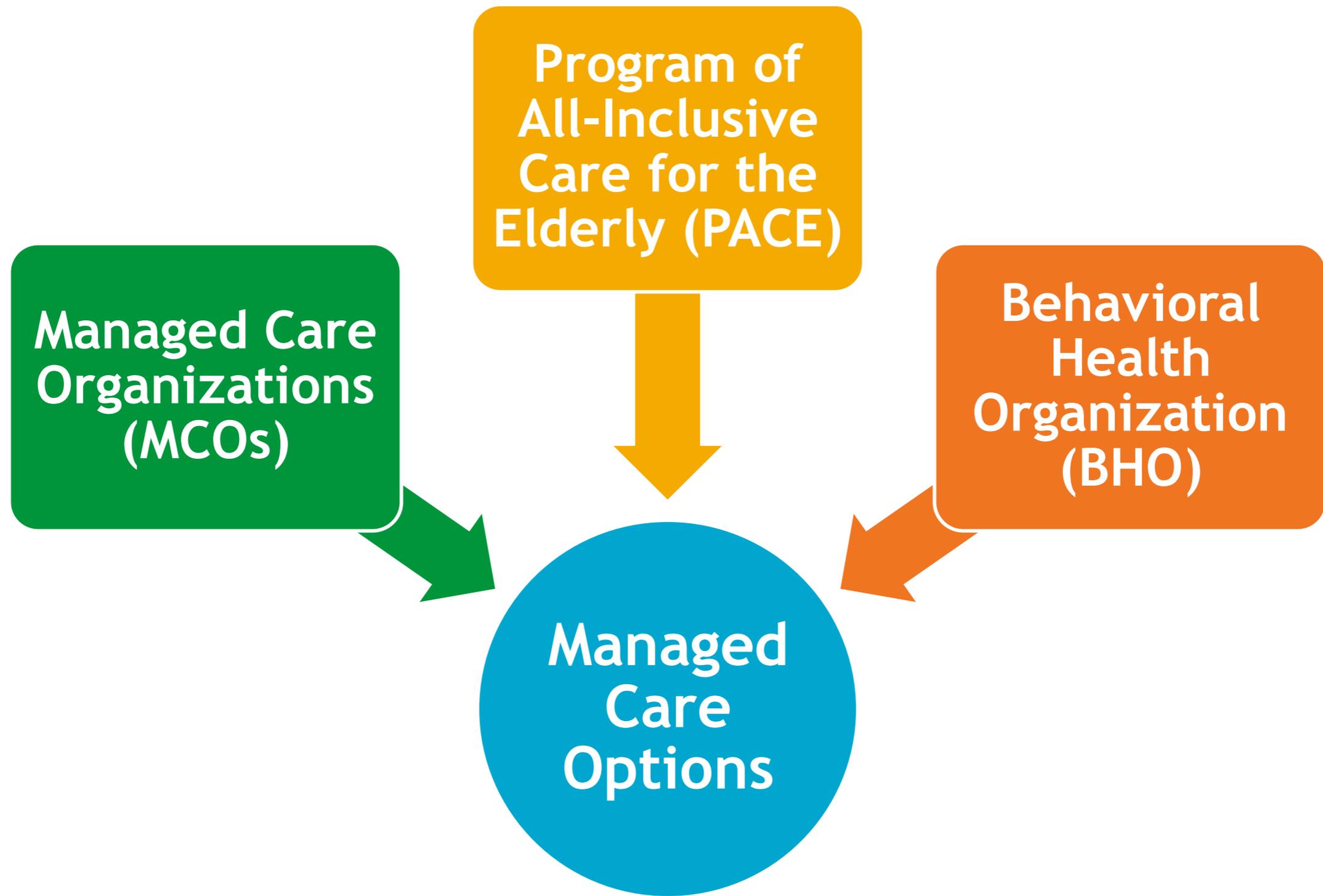
- Verify Health First Colorado Presumptive Eligibility through:
 - Web Portal
 - Faxback
 - CMERS
 - May take up to 72 hours before available
- Health First Colorado Presumptive Eligibility claims
 - Submit to the Fiscal Agent
 - Xerox Provider Services- 800-237-0757
- CHP+ Presumptive Eligibility and claims
 - Colorado Access- 888-214-1101



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Managed Care Options



Managed Care Options

Managed Care Organization (MCO)

- Eligible for Fee-for-Service if:
 - MCO benefits exhausted
 - Bill on paper with copy of MCO denial
 - Service is not a benefit of the MCO
 - Bill directly to the fiscal agent
 - MCO not displayed on the eligibility verification
 - Bill on paper with copy of the eligibility print-out



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Managed Care Options

Behavioral Health Organization (BHO)

- Community Mental Health Services Program
 - State divided into five service areas
 - Each area managed by a specific BHO
 - Colorado Medical Assistance Program Providers
 - Contact BHO in your area to become a Mental Health Program Provider



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Medicare

- Medicare members may have:
 - Part A only- covers Institutional Services
 - Hospital Insurance
 - Part B only- covers Professional Services
 - Medical Insurance
 - Part A and B- covers both services
 - Part D- covers Prescription Drugs



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Medicare

Qualified Medicare Beneficiary (QMB)

- Bill like any other Third Party Liability (TPL)
- Members only pay Health First Colorado co-pay
- Covers any service covered by Medicare
 - QMB Medicaid (QMB+)- members also receive Health First Colorado benefits
 - QMB Only- members do not receive Health First Colorado benefits
 - Pays only coinsurance and deductibles of a Medicare paid claim



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Medicare

Medicare-Health First Colorado Enrollees

- Eligible for both Medicare & Health First Colorado
- Formerly known as “Dual Eligible”
- Health First Colorado is always payer of last resort
 - Bill Medicare first for Medicare-Health First Colorado Enrollee members
- Retain proof of:
 - Submission to Medicare prior to Colorado Medical Assistance Program
 - Medicare denials(s) for six (6) years



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Third Party Liability

- Health First Colorado pays Lower of Pricing (LOP)

- Example:

- Charge = \$500
- Program allowable = **\$400**
- TPL payment = **\$300**
- Program allowable - TPL payment = **LOP**

$$\begin{array}{r} \$400.00 \\ - \$300.00 \\ = \$100.00 \end{array}$$



Commercial Insurance

- Health First Colorado always payer of last resort
- Indicate insurance on claim
- Provider cannot:
 - Bill member difference or commercial co-payments
 - Place lien against members right to recover
 - Bill at-fault party's insurance



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Co-Payment Exempt Members



**Nursing Facility
Residents**



**Children and Former
Foster Care Eligible***



**Pregnant
Women**

*former foster care eligible still has a pharmacy co-pay

Co-Payment Facts

- Auto-deducted during claims processing
 - Do not deduct from charges billed on claim
- A provider may not deny services to an individual when such members are unable to immediately pay the co-payment amount. However, the member remains liable for the co-payment at a later date. (8.754.6.B rule in 10 CCR 2505 volume 8.700)
- Youth from birth to 18 years old are considered children
- Services that do not require co-pay:
 - Dental
 - Home Health
 - HCBS
 - Transportation
 - Emergency Services
 - Family Planning Services
 - Behavioral Health Services



Specialty Co-Payments

Practitioner

\$2.00 per date of service

Billing Overview

Record
Retention

Claim
submission

Prior
Authorization
Requests
(PARs)

Timely filing

Extensions for
timely filing

Record Retention

- Providers must:
 - Maintain records for at least six years
 - Longer if required by:
 - Regulation
 - Specific contract between provider & Colorado Medical Assistance Program
 - Furnish information upon request about payments claimed for Colorado Medical Assistance Program services



Record Retention

- Medical records must:
 - Substantiate submitted claim information
 - Be signed & dated by person ordering & providing the service
 - Computerized signatures & dates may be used if electronic record keeping system meets Colorado Medical Assistance Program security requirements



Submitting Claims

- Methods to submit:
 - Electronically through Web Portal
 - Electronically using Batch Vendor, Clearinghouse, or Billing Agent
 - Paper only when:
 - Pre-approved (consistently submits less than five per month)
 - Claims require attachments



ICD-10 Implementation

Claims with Dates of Service (DOS) on or before 9/30/15

Use ICD-9 codes

Claims with Dates of Service (DOS) on or after 10/1/2015

Use ICD-10 codes

Claims submitted with both ICD-9 and ICD-10 codes

Will be rejected



Providers Not Enrolled with EDI



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COLORADO MEDICAL ASSISTANCE PROGRAM

Provider EDI Enrollment Application

Colorado Medical Assistance Program
PO Box 1100
Denver, Colorado 80201-1100
1-800-237-0767
colorado.gov/hcpf

Providers must be enrolled with EDI to:

- use the Web Portal
- submit HIPAA compliant claims
- make inquiries
- retrieve reports electronically
 - Select Provider Application for EDI Enrollment

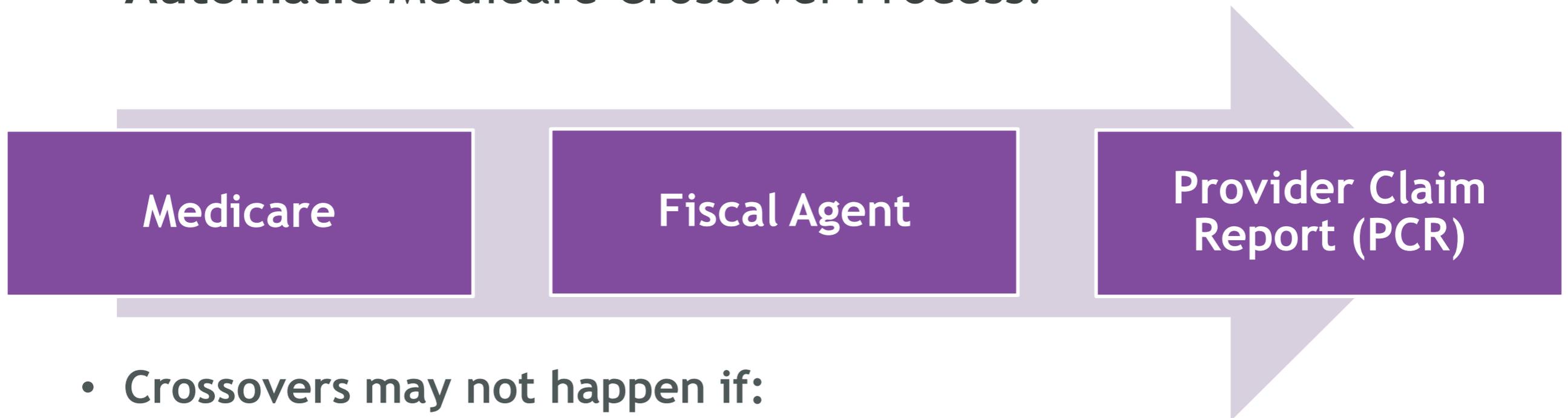
Colorado.gov/hcpf/EDI-Support



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Crossover Claims

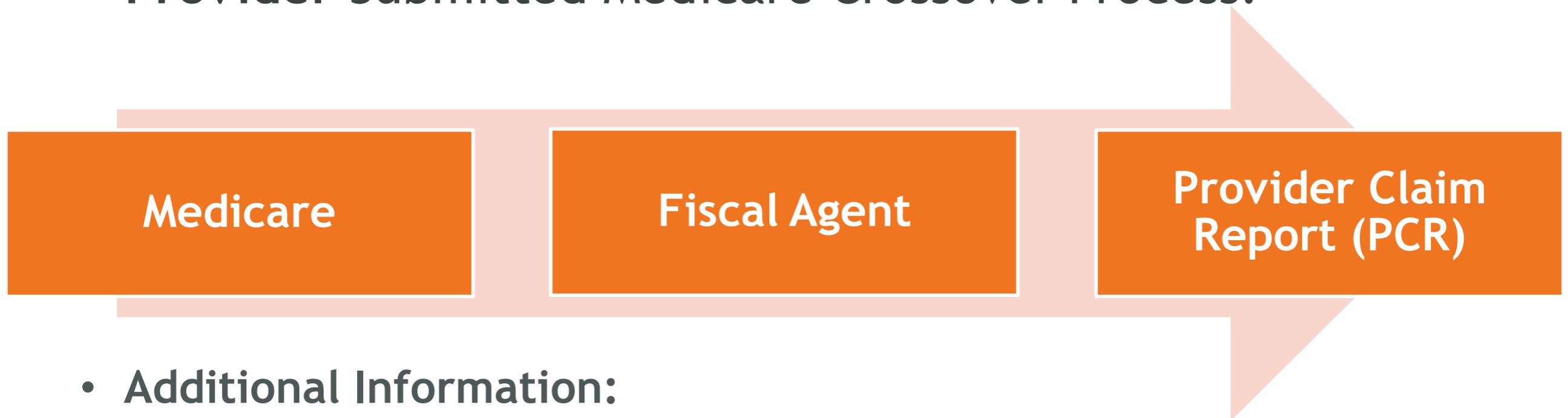
Automatic Medicare Crossover Process:



- **Crossovers may not happen if:**
 - NPI not linked
 - Member is a retired railroad employee
 - Member has incorrect Medicare number on file

Crossover Claims

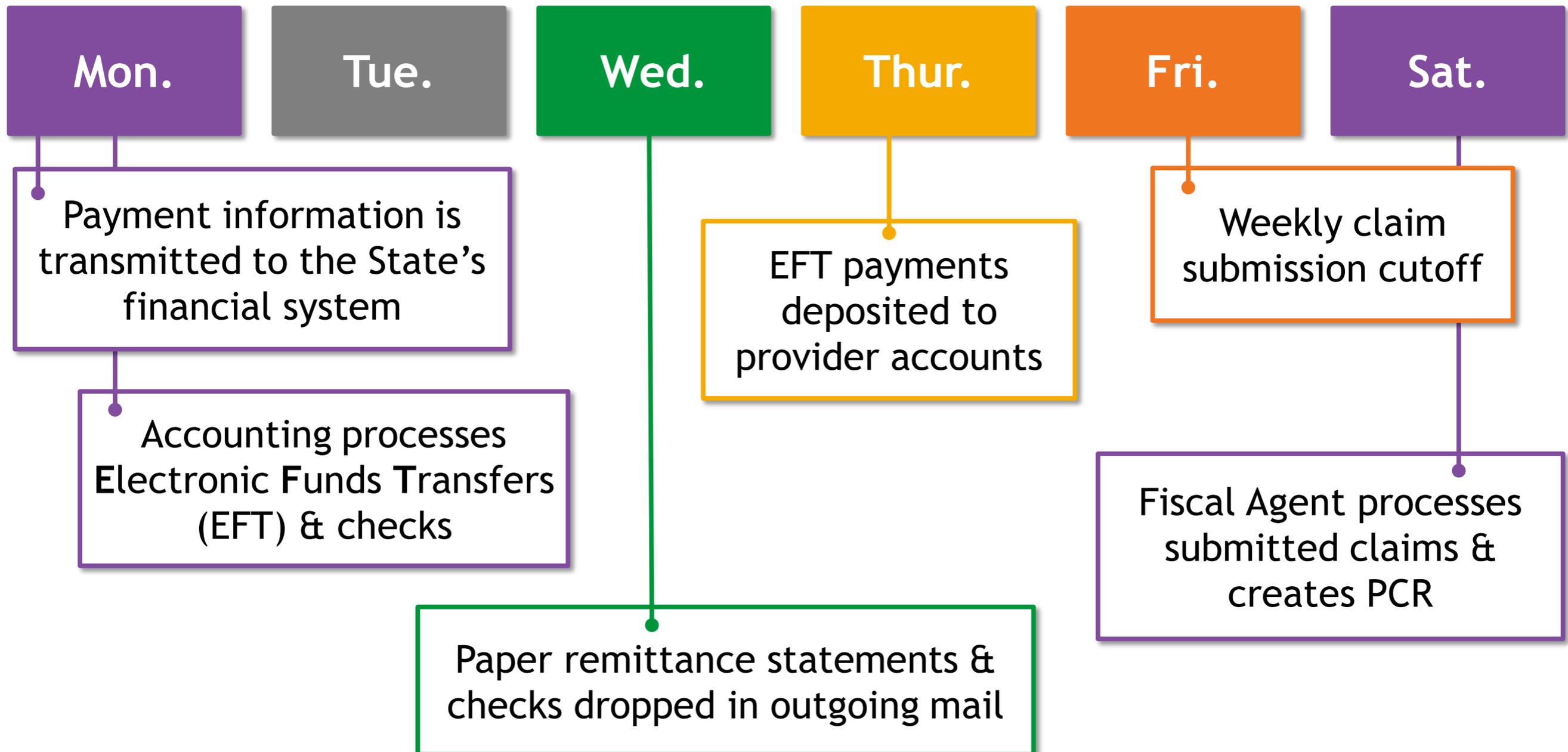
Provider Submitted Medicare Crossover Process:



- **Additional Information:**

- Submit claim yourself if Medicare crossover claim not on PCR within 30 days
- Crossovers may be submitted on paper or electronically
- Provider must submit copy of Standard Paper Remittance Advice (SPR) with paper claims
- Provider must retain SPR for audit purposes

Payment Processing Schedule



Electronic Funds Transfer (EFT)

Advantages

- Free!
- No postal service delays
- Automatic deposits every Thursday
- Safest, fastest & easiest way to receive payments
- [Colorado.gov/hcpf/provider-forms](https://colorado.gov/hcpf/provider-forms) → Other Forms

PARs Reviewed by ColoradoPAR

- The ColoradoPAR Program reviews PARs for the following categories or services and supplies: diagnostic imaging, durable medical equipment, inpatient out-of-state admissions, medical services (including transplant and bariatric surgery), physical and occupational therapy, pediatric long term home health, private duty nursing, Synagis®, vision, audiology and behavioral therapy
 - Please note: for the above categories, all PARs for members age 20 and under are reviewed according to EPSDT guidelines
 - ColoradoPAR does not process PARs for dental, transportation, pharmacy, or behavioral health services covered by the Behavioral Health Organizations
 - Visit www.ColoradoPAR.com for more information

Website:

www.ColoradoPAR.com

Phone:

Phone: 1.888.801.9355

FAX: 1.866.940.4288



Electronic PAR Information

- PARs/revisions processed by the ColoradoPAR Program must be submitted via eQSuite®
- The ColoradoPAR Program will process PARs submitted by phone only if provider fills out the eQSuite® Exception Request Form and has been granted an exception from using eQSuite® when:
 - Provider is out-of-state, or the request is for an out-of-area service
 - Provider submits, on average, five or fewer PARs per month and would prefer to submit a PAR by telephone or facsimile
 - Provider is visually impaired



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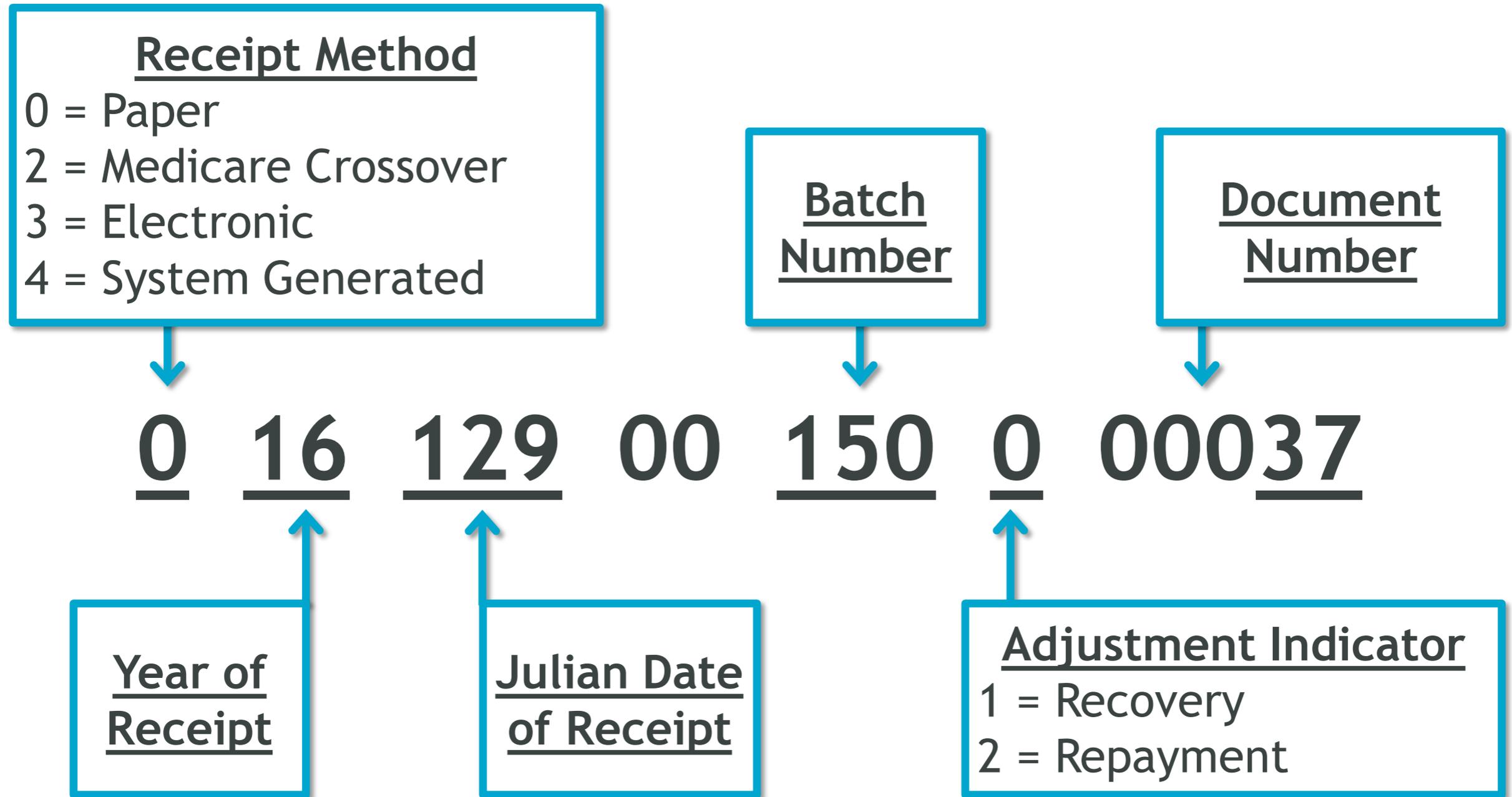
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PAR Letters/Inquiries

- Final PAR determination letters are mailed to members and providers by the Department's fiscal agent
- Letter inquiries should be directed to the fiscal agent, not ColoradoPAR
- If a PAR Inquiry is performed and you cannot retrieve the information:
 - contact the fiscal agent
 - ensure you have the right PAR type
 - e.g. Medical PAR may have been requested but processed as a Supply PAR



Transaction Control Number



Timely Filing

- 120 days from Date of Service (DOS)
 - Determined by date of receipt, not postmark
 - PARs are not proof of timely filing
 - Certified mail is not proof of timely filing
 - Example - DOS January 1, 20XX:
 - Julian Date: 1
 - Add: 120
 - Julian Date = 121
 - Timely Filing = Day 121 (May 1st)



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Timely Filing

From “through” DOS

- Nursing Facility
- Home Health
- Waiver
- In- & Outpatient
- UB-04 Services

From delivery date

- Obstetrical Services
- Professional Fees
- Global Procedure Codes:
- Service Date = Delivery Date

From DOS

FQHC Separately Billed and additional Services



Documentation for Timely Filing

- 60 days from date on:
 - Provider Claim Report (PCR) Denial
 - Rejected or Returned Claim
 - Use delay reason codes on 837P transaction
 - Keep supporting documentation
- Paper Claims
 - CMS 1500- Note the Late Bill Override Date (LBOD) and the date of the last adverse action in field 19 (Additional Claim Information)



Timely Filing

Medicare/Health First Colorado Enrollees

Medicare pays claim

120 days from Medicare
payment date

Medicare denies claim

60 days from Medicare
denial date

Timely Filing Extensions

- Extensions may be allowed when:
 - Commercial insurance has yet to pay/deny
 - Delayed member eligibility notification
 - Delayed Eligibility Notification Form
 - Backdated eligibility
 - Load letter from county



Timely Filing Extensions

Commercial Insurance

- 365 days from DOS
- 60 days from payment/denial date
- When nearing the 365 day cut-off:
 - File claim with Health First Colorado
 - Receive denial or rejection
 - Continue re-filing every 60 days until insurance information is available



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Timely Filing Extensions

Delayed Notification

- 60 days from eligibility notification date
 - Certification & Request for Timely Filing Extension - Delayed Eligibility Notification Form
 - Located in Forms section
 - Complete & retain for record of LBOD
- Bill electronically
 - If paper claim required, submit with copy of Delayed Eligibility Notification Form
- Steps you can take:
 - Review past records
 - Request billing information from member



Timely Filing Extensions

Backdated Eligibility

- 120 days from date county enters eligibility into system
 - Report by obtaining State-authorized letter identifying:
 - County technician
 - Member name
 - Delayed or backdated
 - Date eligibility was updated



CMS 1500

Who completes the CMS 1500?

HCBS/Waiver providers

Vision providers

Physicians/Other Practitioners

Supply providers

Surgeons

Transportation providers



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CMS 1500

CARRIER
PATIENT AND INSURED INFORMATION
PHYSICIAN OR SUPPLIER INFORMATION



HEALTH INSURANCE CLAIM FORM

APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC) 02/12

PICA <input type="checkbox"/>															
1. MEDICARE <input type="checkbox"/> (Medicare#)	MEDICAID <input type="checkbox"/> (Medicaid#)	TRICARE <input type="checkbox"/> (ID#/DoD#)	CHAMPVA <input type="checkbox"/> (Member ID#)	GROUP HEALTH PLAN <input type="checkbox"/> (ID#)	FECA BLK (LUNG) <input type="checkbox"/> (ID#)	OTHER <input type="checkbox"/> (ID#)	1a. INSURED'S ID. NUMBER (For Program in Item 1)					PICA <input type="checkbox"/>			
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)						3. PATIENT'S BIRTH DATE MM DD YY		SEX M <input type="checkbox"/> F <input type="checkbox"/>		4. INSURED'S NAME (Last Name, First Name, Middle Initial)					
5. PATIENT'S ADDRESS (No., Street)						6. PATIENT RELATIONSHIP TO INSURED Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other <input type="checkbox"/>		7. INSURED'S ADDRESS (No., Street)							
CITY			STATE			8. RESERVED FOR NUCC USE			CITY			STATE			
ZIP CODE			TELEPHONE (Include Area Code) () ()			9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)			10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) <input type="checkbox"/> YES <input type="checkbox"/> NO b. AUTO ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO c. OTHER ACCIDENT? <input type="checkbox"/> YES <input type="checkbox"/> NO 10d. CLAIM CODES (Designated by NUCC)			11. INSURED'S POLICY GROUP OR FECA NUMBER			
a. OTHER INSURED'S POLICY OR GROUP NUMBER						b. RESERVED FOR NUCC USE		c. RESERVED FOR NUCC USE		a. INSURED'S DATE OF BIRTH MM DD YY			SEX M <input type="checkbox"/> F <input type="checkbox"/>		
d. INSURANCE PLAN NAME OR PROGRAM NAME						12. PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize the release of any medical or other information necessary to process this claim. I also request payment of government benefits either to myself or to the party who accepts assignment below. SIGNED _____ DATE _____						13. INSURED'S OR AUTHORIZED PERSON'S SIGNATURE. I authorize payment of medical benefits to the undersigned physician or supplier for services described below. SIGNED _____ DATE _____			
14. DATE OF CURRENT ILLNESS, INJURY, or PREGNANCY (LMP) MM DD YY						15. OTHER DATE QUAL. MM DD YY		16. DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION FROM MM DD YY TO MM DD YY							
17. NAME OF REFERRING PROVIDER OR OTHER SOURCE						17a. NPI		18. HOSPITALIZATION DATES RELATED TO CURRENT SERVICES FROM MM DD YY TO MM DD YY							
19. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)						20. OUTSIDE LAB? \$ CHARGES <input type="checkbox"/> YES <input type="checkbox"/> NO						22. RESUBMISSION CODE ORIGINAL REF. NO.		23. PRIOR AUTHORIZATION NUMBER	
21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY. Relate to service line below (24E) ICD-10 A. _____ B. _____ C. _____ D. _____ E. _____ F. _____ G. _____ H. _____ I. _____ J. _____ K. _____ L. _____												22. RESUBMISSION CODE ORIGINAL REF. NO.		23. PRIOR AUTHORIZATION NUMBER	
24. A. DATE(S) OF SERVICE From MM DD YY To MM DD YY	B. PLACE OF SERVICE	C. EMG	D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) CPT/HCPCS MODIFIER			E. DIAGNOSIS POINTER	F. \$ CHARGES	G. DAYS OR UNITS	H. EXPECTED DATE	I. ID. QUAL.	J. RENDERING PROVIDER ID. #				
1										NPI					
2										NPI					
3										NPI					
4										NPI					
5										NPI					
6										NPI					
25. FEDERAL TAX ID. NUMBER SSN EIN <input type="checkbox"/> <input type="checkbox"/>			26. PATIENT'S ACCOUNT NO.		27. ACCEPT ASSIGNMENT? <input type="checkbox"/> YES <input type="checkbox"/> NO		28. TOTAL CHARGE \$		29. AMOUNT PAID \$		30. Rsvd for NUCC Use				
31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (I certify that the statements on the reverse apply to this b. and are made a part thereof.) SIGNED _____ DATE _____						32. SERVICE FACILITY LOCATION INFORMATION a. NPI b. NPI			33. BILLING PROVIDER INFO & PH # () a. NPI b. NPI						

NUCC Instruction Manual available at: www.nucc.org PLEASE PRINT OR TYPE APPROVED OMB-0938-1197 FORM 1500 (02-12)



EPSDT Program

- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program
 - Federally mandated health care benefits package for essentially all Colorado Medical Assistance Program children
 - Ages birth through 20 years
 - Emphasizes preventive care
 - Focuses on early identification and treatment of medical, dental, vision, hearing, and developmental concerns



EPSDT Program (cont.)

- EPSDT establishes a regular pattern of healthcare through routine health screenings, diagnostic, treatment services
 - See the AAP Bright Futures periodicity for recommended well child visits
 - www.aap.org/en-us/professional-resources/practice-support/Periodicity/Periodicity%20Schedule_FINAL.pdf
 - EPSDT well child screenings must include testing for lead poisoning
 - at 12 and 24 months or between 36 and 72 months if not previously tested
 - This continues to be a CMS requirement for all Health First Colorado eligible children until Colorado can provide enough data to show it is not a concern in this region



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EPSDT - D = Diagnostic

- When a screening indicates the need for further evaluation, diagnostic services must be provided
 - The referral should be made without delay
 - Provide follow-up to make sure that the child receives a complete diagnostic evaluation

EPSDT - T = Treatment

- Health care must be made available:
 - Treatment or other measures to correct/improve illnesses or conditions discovered by the screening
- All services must be provided:
 - If Health First Colorado coverable
 - If medically necessary
 - Even if the service is not available under the State plan to other Health First Colorado eligibles



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EPSDT - Medical Necessity

- No arbitrary limitations on services allowed
 - e.g., one pair of eyeglasses or 10 PT visits per year
- Additional services above what is covered in State plan must be allowed for any child or youth 20 and under:
 - when medically necessary
 - Must be Health First Colorado coverable as listed in 1905(a)(c) of the Social Security Act
- State may determine which treatment it will cover:
 - among equally effective & actually available alternative treatments
 - as long as the determination is specific to the individual child



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EPSDT - Medical Necessity (cont.)

- EPSDT does NOT include:
 - Experimental/Investigational Treatments
 - Services or items not generally accepted as effective
 - Services primarily for caregiver or provider convenience
 - Services or items in which an equally effective but less expensive option is available



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EPDST - How to Request Services or Items - PAR Process

- Use the standard PAR process outlined earlier in this presentation
- You can and should request services or items where the code list shows it is not a benefit of Health First Colorado
 - E.g. circumcisions



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Letter of Medical Necessity

- Must include a letter of medical necessity (LMN) with request
 - Letters should include appropriate CPT and HCPC codes, units or other details related to the request
 - Detailed information as to how the service or procedure will improve or maintain the child/youth health, prevent it from worsening or prevent the development of additional health problems
 - Include duration and treatment goals for the request as well as any previous treatments and responses
 - Is the service or item safe?
 - How do you believe the item to be effective?
 - Send relevant internet documents, manufacturer information, etc. with your request



EPSDT PAR Requests

- Providers can submit a PAR for non-covered services or items to be reviewed under EPSDT guidelines to the appropriate third party vendor that authorizes that category of service
- All requests for services or items will be reviewed by the appropriate third party vendor for medical necessity and a response will be returned to the requesting provider
 - May be a response that is pended for additional information
 - May be approved
 - May be denied and will include a reason for denial
 - May be partially approved and will include what specific items were denied and why
- For more information on procedures, please visit the ColoradoPAR website at ColoradoPAR.com



ABCD Program

- Assuring Better Child Health and Development through the Use of Improved Screening Tools Project
 - ABCD helps Primary Care Providers improve identification of developmental delays through standardized testing
 - Assists in implementing efficient & practical office screenings
 - Helps practices learn about reimbursement for development screenings
 - Promotes early identification and referral
 - Facilitates links to other community services
 - More information at www.coloradoabcd.org



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Health First Colorado (Colorado's Medicaid Program)

Examples of Services

Surgery

Vaccines /
Immunizations

Laboratory

Radiology

SBIRT

Obstetrics

PCP/ Well
Child Visits

Early
Intervention



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Surgery

- Surgical reimbursement includes
 - Payment for the operation
 - Local infiltration
 - Digital block or topical anesthesia
 - Normal, uncomplicated follow-up care
- If surgery has 30 post operation days and you bill an office visit within those 30 days, it will deny
 - Office visit is included in your surgical reimbursement

Modifiers on Multiple Procedures

- Modifier 59 - Distinct Procedural Service
 - Used to identify procedures/services:
 - that are not normally reported together
 - but are appropriate under the circumstances
 - Modifier 59 should be used only if:
 - a more descriptive modifier is un-available
 - the use of modifier 59 best explains the circumstances
 - Clinical documentation **MUST** justify usage
 - Please see the Department's Provider Bulletin regarding Modifier 59 for more information



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Vaccines / Immunizations

Immunizations for children:

- A benefit when recommended by Advisory Committee on Immunization Practices (ACIP)
 - for members aged 18 and under
 - only admin fee reimbursed
- Available from federal Vaccines for Children Program (VFC)
- For ages 19 and 20, reimbursed as adults

Immunizations for adults:

- A benefit when recommended by ACIP (subject to Colorado Medical Assistance Program rules)
 - Admin fee and vaccine reimbursed

- For more information: [Colorado.gov/hcpf/billing-manuals](https://colorado.gov/hcpf/billing-manuals)



Billing Procedures for Immunizations

- To be reimbursed for an immunization claim:
- Bill BOTH administration code & vaccine product

Administration Code

Bill administration codes as one line item

Vaccine Products

Bill vaccine product as separate line item

- Vaccines are reimbursed at set rate
- Vaccines administered to members 18 and younger are reimbursed at \$0
 - They are available at no cost to provider through Vaccines for Children (VFC)

Telemedicine

Who Can Provide Services?

Federally
Qualified
Health Center

Clinic

Physician

Osteopath

Licensed
Clinical Social
Worker

Physician
Assistant

Psychologist

Rural Health
Clinic

Nurse
Practitioner

Licensed
Professional
Counselor



Telemedicine Billing

- Bill all Telemedicine services electronically as a 837P or on the CMS 1500 claim form
- Providers may only bill procedure codes for which they are eligible to bill
- PAR requirements remain the same
- Bill Managed Care or BHO when appropriate
- For further information
 - Telemedicine Billing Manual
 - Volume 8, section 8.200.3.B



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Laboratory

- Provider who actually performs the laboratory test is the only one eligible to bill & receive payment
- Providers may only bill for tests actually performed in their office or clinic
- Testing performed by independent laboratories or hospital outpatient laboratories must be billed by the laboratory
 - For more information, please consult Rule 8.660
- In order to receive Medical Assistance Program payment, All laboratory service providers must be:
 - Clinical Laboratory Improvement Act (CLIA) certified
 - Medical Assistance Program enrolled



Outpatient Imaging and Radiology

Professional Component

The analysis and reading of the x-ray

- Use 26 modifier to show Professional Component

Technical Component

The actual taking of the x-ray

- This is the facility usage for the x-ray
- Use TC modifier to show Technical Component

- Only use these modifiers when:
- Different providers perform professional and technical components of procedure

Outpatient Imaging and Radiology

Billing bilateral services

For bilateral code

- Use one (1) unit with correct procedure code

For non bilateral codes

- 1st line - Use just HCPCS code with one (1) unit
- 2nd line - Use one (1) unit, HCPCS code, and modifier 50

Outpatient Imaging and Radiology

- PAR Requirements
 - Outpatient settings need to obtain a prior authorization for:
 - Non-emergent CT
 - Non-emergent MRI
 - All PET and SPECT scans
 - If the emergency indicator box is checked on the claims, CT and MRI tests are exempt from prior authorization
 - PAR Revisions due to the test changing just prior to the time of the service need to be submitted within 48 hours
 - For a list of all the procedure codes requiring PARs, visit the Radiology Manual:
 - Colorado.gov/hcpf/billing-manuals



SBIRT

- Screening, Brief Intervention and Referral to Treatment
 - Technique used to identify and treat drug/alcohol abuse for members ages 12 +
 - All primary care providers can render services and bill for SBIRT
 - Requires special certification and training.
 - Training can be done through online or in-person services.
 - See Billing Manual for more information
 - Colorado.gov/hcpf/billing-manuals



Obstetrical Care

- Pregnant women under age 21 are also eligible for EPSDT services, including dental, vision care, and health checkups.
- Woman in maternity cycle are exempt from co-payment.
 - Provider must mark co-payment indicator on the electronic format or on the paper claim form.
- Undocumented women are eligible for emergency services only.
 - Labor and delivery are considered emergency services.
 - Sterilization procedures are NOT considered an emergency.



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Obstetrics

Procedure Coding

Global Care

- Providers should bill medical care provided during pregnancy, labor and delivery, and postpartum period using the global OB codes
- Use delivery date as date of service

Non-Global Care

- Unusual Services
- Services/Conditions unrelated to pregnancy or delivery
- Complications of pregnancy
- Certain adjunctive services

Obstetrics

Separate Procedures

These services should be billed in addition to global obstetrical care charges:

Prenatal testing

Testing, including ultrasound

Clinical laboratory testing

Adjunctive services

Initial antepartum visit

Conditions requiring additional treatment

Case management

Medical or surgical complications

Obstetrics

Separate Procedures (cont.)

These services should be billed in addition to global obstetrical care charges:

Anesthesia

Epidural anesthesia

Assistant surgeon at cesarean delivery

Family planning

Surgical sterilization

Newborn care in the hospital

Examination & evaluation of healthy newborn

Newborn resuscitation or care of high-risk newborn

Conditions unrelated to pregnancy

Obstetrics

Common Billing Issues

- Most common denial for OB care
 - Edit 1026 - OB Service Billed Incorrectly
- When does this edit deny claims?
 - Billing for antepartum + global care
 - Billing for postpartum care + global care
- There are many codes for billing OB services
 - Choose appropriate procedure code and modifier for your service
- Remember: you cannot bill for both global care and antepartum and/or postpartum care



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Billing for Twins

- To avoid claim denials and NCCI edits involving the delivery of multiple infants, additional information is required.
- To bill for a cesarean or vaginal delivery of multiple infants, follow these guidelines:
 1. Appropriate diagnostic code describes the pregnancy, gestational history, and outcome of deliver, and
 2. Appropriate CPT codes, modifiers, and unit values as set forth below.
- For Cesarean Deliveries
 - Bill one (1) CPT code and one (1) unit for the complete cesarean delivery.
 - Whether reporting a global delivery (59510 or 59618), delivery only (59514 or 59620), or delivery including post-partum care (59515 or 59622), only one cesarean procedure (with one incision) is being performed.
 - Use the most accurate procedure code that describes the antenatal care, delivery history, current delivery type, and any postnatal care provided.



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Billing for Twins continued

- For Vaginal Deliveries

- Bill vaginal deliveries for multiple using the guidelines below:

- For the first infant (Baby A):

- Use the most accurate procedure code that describes the antenatal care, delivery history, current delivery type, and any postnatal care provided for the current pregnancy.
- Bill only one (1) unit of service for Baby A.

- For an additional infant (Baby B)

- Use one (1) of the above listed “delivery only” codes: 59409 or 59612.
- Choose the code associated with the same delivery history and type that you used for Baby A.
- Include modifier ‘22’ in the first position for Baby B.
- Bill one (1) unit of service for the additional infant.
- Each infant should be listed on a separate line.
- Use the delivery date as the date of service.

If identical codes are needed for billing both Babies A and B, submit a paper claim and proper documentation to support use of identical/duplicate codes.



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Billing Newborns Services

Use Modifier UK when:

Both mother and newborn must be in the hospital to bill this charge

Don't use Modifier UK when:

Mother has been discharged or infant is transferred to a different hospital

- Charges must be submitted under newborn's State ID
- You can no longer use the mother's State ID and modifier UK

Obtaining an Infant's Health First Colorado ID

- In order for county to enroll newborn, notify county Department of Human/Social Services of all the following:
 - infant's full legal name
 - birth date
 - gender
 - mother's State ID
- Anyone can report the birth of a newborn
 - This can be done online at the Department's Add-a-Baby web page
- Local Healthy Communities Outreach Coordinators can also assist with this process



Ultrasound Restrictions

Limited to two (2) per low-risk or uncomplicated pregnancy

Billed as separate CPT codes

Sterilizations

- Claims must be filed on paper
- Claims should include the family planning diagnostic code **Z30.3** and/or the family planning modifier ‘FP’.
- All providers billing for services associated with a sterilization procedure must include the **MED-178 Sterilization Consent Form (MED-178)** or a copy of the form.
- Member must
 - Be at least 21 years of age
 - Be mentally competent
 - Give informed consent
- At least 30 days, but not more than 180 days, must pass between date **MED-178** was signed by member and the date of the sterilization procedure (except in specific circumstances of preterm delivery or emergency abdominal surgery)



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Client's Medicaid ID: _____

NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

■ CONSENT TO STERILIZATION ■

I have asked for and received information about sterilization from _____ When I first asked for the

1. Health Care Provider or Clinic
information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will not lose any help or benefits from programs receiving federal funds such as Temporary Assistance for Needy Families (TANF) or Medicaid that I am now getting or for which I may become eligible.

I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I HAVE DECIDED THAT I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR FATHER CHILDREN.

I was told about those temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected these alternatives and chosen to be sterilized.

I understand that I will be sterilized by an operation know as a _____ The discomforts, risks

2. Type of Procedure
and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.

I understand that the operation will not be done until at least thirty days after I sign this form. I understand that I can change my mind at any time and that my decision at any time not to be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.

I am at least 21 years of age and was born on: _____

3. Date of Birth
I, _____, hereby consent of my own

4. Name of Client
free will to be sterilized by _____ by a

5. Health Care Provider or Clinic
method called _____ My consent

6. Type of Procedure
expires 180 days from the date of my signature below.
I also consent to the release of this form and other medical records about the operation to representatives of the U.S. Department of Health and Human Services, or employees of programs or projects funded by the Department but only for determining if federal laws were observed.

I have received a copy of this form.

7. Client's Signature *8. Date of Signature*

You are requested to supply the following information, but it is not required: *(9. Ethnicity and Race)*

- | | |
|---|--|
| <i>Ethnicity:</i> | <i>Race:</i> |
| <input type="checkbox"/> Hispanic or Latino | <input type="checkbox"/> American Indian or Alaska Native |
| <input type="checkbox"/> Not Hispanic or Latino | <input type="checkbox"/> Asian |
| | <input type="checkbox"/> Black or African American |
| | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| | <input type="checkbox"/> White |

■ INTERPRETER'S STATEMENT ■

If an interpreter is provided to assist the individual to be sterilized: I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have read to the client this consent form in _____

10. Language
language and explained its contents to the client. To the best of my knowledge and belief, the client has understood this explanation.

11. Interpreter's Signature *12. Date of Signature*

Revised: 09/13

■ STATEMENT OF PERSON OBTAINING CONSENT ■

Before _____ signed the consent form,

13. Name of Client
I explained to client the nature of the sterilization operation _____, the fact that it is intended to be a

14. Type of Procedure
final and irreversible procedure, and the discomforts, risks, and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual that client consent can be withdrawn at any time and that the client will not lose any health services or any benefits provided by federal funds.

To the best of my knowledge and belief, the individual to be sterilized is at least 21 years old and appears mentally competent. Client knowingly and voluntarily requested to be sterilized and appears to understand the nature and consequences of the procedure.

15. Signature of Person Obtaining Consent *16. Date of Signature*

17. Name of Facility Where Information About Sterilization Was Given to Client

Address of Facility (including city, state, and zip code)

■ PHYSICIAN'S STATEMENT ■

Shortly before I performed a sterilization operation upon _____ on _____

18. Name of Client *19. Date of Procedure*
I explained to the individual the nature of the sterilization operation known as _____, the fact

20. Type of Procedure
that it is intended to be a final and irreversible procedure, and the discomforts, risks, and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that client consent can be withdrawn at any time and that the client will not lose any health services or benefits provided by federal funds.

To the best of my knowledge and belief, the individual to be sterilized is at least 21 years old ad appears mentally competent. Client knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.

(Instructions for use of alternative final paragraph: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual's signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph that is not used.)

21.(1) At least 30 days have passed between the date of the individual's signature on this consent form and the date the sterilization procedure was performed.

21.(2) The sterilization was performed less than 30 days but more than 72 hours after the date of the individual's signature on this consent form because of the following circumstances (check applicable box and fill in information requested):

- a. Premature delivery. Expected date of delivery: _____
- b. Emergency abdominal surgery (describe circumstances): _____

22. Signature of Person Who Performed Procedure *23. Date of Signature*

22. Signature of Person Who Performed Procedure *23. Date of Signature*

Sterilization Form



Common Sterilization Errors

- Common Errors
 - Using an old version of the Med-178 (2004) form
 - Missing member's signature
 - Type of operation entered in Consent differs from that in Physician's Statement
 - Incomplete facility address
 - Must include zip code
 - Operation performed less than 30 days or more than 180 days from signature date

Early Intervention

- Early Intervention services are those provided to a young child who have or are at risk for developmental disabilities or special needs
 - Children are eligible birth through age two (2)
- All codes billed by a provider/practitioner for children who are receiving services as a part of an approved Individual Family Service Plan (IFSP) should be billed using the TL modifier
 - Sick Care
 - Nurse visit
 - Therapies
 - Assistive Technology
 - Audiology services
 - Nutrition services



Universal Procedure & Diagnosis Coding

- HIPAA requires providers to use universal Current Procedural Terminology (CPT) coding guidelines
 - Health First Colorado payment policies are based on CPT descriptions
 - Providers are required to consult CPT manual definitions for each code they submit for reimbursement
- Providers must also use International Classification of Diseases, 10th Revision, Clinical Modification diagnosis codes (ICD-10)



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CPT Coding Guidelines

- Some codes represent a treatment session, regardless of length of time, so each code is correctly billed as one session or one (1) billable unit
 - Do not bill non-timed codes with greater than one (1) unit
 - Bill non-timed codes such as 92507, and 92508 (otorhinolaryngology services) with one (1) unit per date of service
- Other codes may be billed as number of “timed” units
 - For example, 92607 and 92608 (evaluation and therapeutic services)
- Note: Do not bill 92607 without 92608 if the time is beyond one (1) hour



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Common Denial Reasons

Timely Filing

Claim was submitted more than 120 days without a LBOD

Duplicate Claim

A subsequent claim was submitted after a claim for the same service has already been paid

Bill Medicare or Other Insurance

Health First Colorado is always the “Payer of Last Resort” - Provider should bill all other appropriate carriers first



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Common Denial Reasons

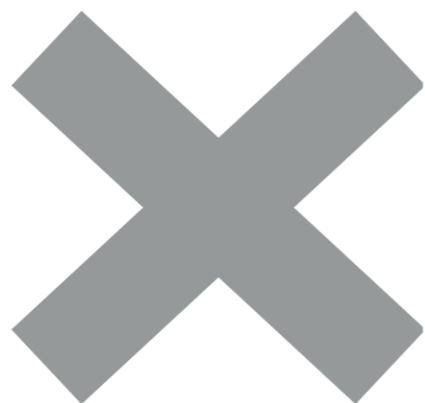
PAR not on file

No approved authorization on file for services that are being submitted

Total Charges invalid

Line item charges do not match the claim total

Claims Process - Common Terms



Reject

Claim has primary data edits - not accepted by claims processing system



Denied

Claim processed & denied by claims processing system



Accept

Claim accepted by claims processing system



Paid

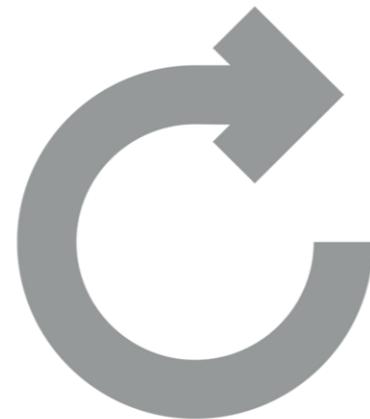
Claim processed & paid by claims processing system

Claims Process - Common Terms



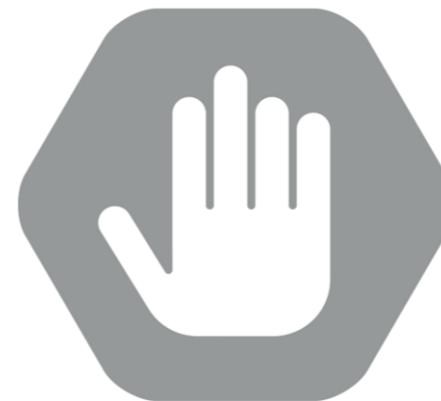
Adjustment

Correcting under/overpayments, claims paid at zero & claims history info



Rebill

Re-bill previously denied claim



Suspend

Claim must be manually reviewed before adjudication



Void

“Cancelling” a “paid” claim (wait 48 hours to rebill)

Adjusting Claims

- What is an adjustment?
 - Adjustments create a replacement claim
 - Two-step process: Credit & Repayment

Adjust a claim when

- Provider billed incorrect services or charges
- Claim paid incorrectly

Do not adjust when

- Claim was denied
- Claim is in process
- Claim is suspended

Adjustment Methods



Web Portal

- Preferred method
- Easier to submit & track



Paper

- Complete field 22 on the CMS 1500 claim form

Provider Claim Reports (PCRs)

- Contains the following claims information:
 - Paid
 - Denied
 - Adjusted
 - Voided
 - In process
- Providers required to retrieve PCR through File & Report Service (FRS)
 - Via Web Portal



Provider Claim Reports (PCRs)

- Available through FRS for 60 days
- Two (2) options to obtain duplicate PCRs:
 - Fiscal agent will send encrypted email with copy of PCR attached
 - \$2.00/ page
 - Fiscal agent will mail copy of PCR via FedEx
 - Flat rate- \$2.61/ page for business address
 - \$2.86/ page for residential address
- Charge is assessed regardless of whether request made within one (1) month of PCR issue date or not



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Provider Claim Reports (PCRs)

Paid

* CLAIMS PAID *

INVOICE NUM	CLIENT NAME	STATE ID	TRANSACTION CONTROL NUMBER	DATES OF SVC FROM TO	TOTAL CHARGES	ALLOWED CHARGES	COPAY PAID	AMT OTH SOURCES	CLM PMT AMOUNT
7015	CLIENT, IMA	Z000000	04080000000000000001	040508 040508	132.00	69.46	2.00	0.00	69.46
PROC CODE - MODIFIER 99214 -					040508 040508	132.00	69.46	2.00	
TOTALS - THIS PROVIDER / THIS CATEGORY OF SERVICE					TOTAL CLAIMS PAID	1	TOTAL PAYMENTS		69.46

Denied

* CLAIMS DENIED *

INVOICE NUM	CLIENT NAME	STATE ID	TRANSACTION CONTROL NUMBER	DATES OF SERVICE FROM TO	TOTAL DENIED	DENIAL REASONS ERROR CODES
STEDOTCCIOT	CLIENT, IMA	A000000	30800000000000000003	03/05/08 03/06/08	245.04	1348
TOTAL CLAIMS DENIED - THIS PROVIDER / THIS CATEGORY OF SERVICE					1	

THE FOLLOWING IS A DESCRIPTION OF THE DENIAL REASON (EXC) CODES THAT APPEAR ABOVE:

1348 The billing provider specified is not a fully active provider because they are enrolled in an active/non-billable status of '62', '63', '64', or '65' for the FDOS on the claim. These active/non-billable providers can't receive payment directly. The provider must be in a fully active enrollment status of '60' or '61'.



Provider Claim Reports (PCRs)

Adjustments

Recovery

* ADJUSTMENTS PAID *

INVOICE NUM	CLIENT NAME	STATE ID	TRANSACTION CONTROL NUMBER	DATES OF SVC FROM	ADJ TO RSN	TOTAL CHARGES	ALLOWED CHARGES	COPAY PAID	AMT OTH SOURCES	CLM PMT AMOUNT
Z71	CLIENT, IMA	A000000	40800000000100002	041008	041808 406	92.82-	92.82-	0.00	0.00	92.82-
PROC CODE - MOD T1019 - U1						041008 091808	92.82-			
Z71	CLIENT, IMA	A000000	40800000000200002	041008	041808 406	114.24	114.24	0.00	0.00	114.24
PROC CODE - MOD T1019 - U1						041008 041008	114.24			
						NET IMPACT	21.42			

Repayment

Net Impact

Voids

* ADJUSTMENTS PAID *

INVOICE NUM	CLIENT NAME	STATE ID	TRANSACTION CONTROL NUMBER	DATES OF SVC FROM	ADJ TO RSN	TOTAL CHARGES	ALLOWED CHARGES	COPAY PAID	AMT OTH SOURCES	CLM PMT AMOUNT
A83	CLIENT, IMA	Y000002	40800000000100009	040608	042008 212	642.60-	642.60-	0.00	0.00	642.60-
PROC CODE - MOD T1019 - U1						040608 042008	642.60-			
						NET IMPACT	642.60-			



Provider Services

Xerox
800-237-0757

Claims/Billing/Payment

Forms/Website

EDI

Updating existing provider profile

CGI
888-538-4275

Email helpdesk.HCG.central.us@cgi.com

CMAP Web Portal technical support

CMAP Web Portal Password resets

CMAP Web Portal End User training



Thank you!



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