

Beginning Billing Workshop Waiver

Health First Colorado
(Colorado's Medicaid Program)
2016



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Department of Health Care
Policy & Financing



Centers for Medicare & Medicaid Services

xerox



Xerox State Healthcare



Medicaid/CHP+ Medical Providers



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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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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
- **Waiver Providers currently do not require an NPI**



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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-
 - 1-800-456-3203
 - 1-800-692-2326 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" (with a nurse icon) and "Get Covered. Stay Healthy. colorado.gov/health" (with an umbrella icon).



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Provider Home Page

Find what you need here

Contains important information regarding Health First Colorado & 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 includes 'Home', 'For Our Members', 'For Our Providers', 'For Our Stakeholders', and 'About Us'. The 'For Our Providers' section is highlighted and contains four main categories: '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 quick links for '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



Billing Provider Number

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:



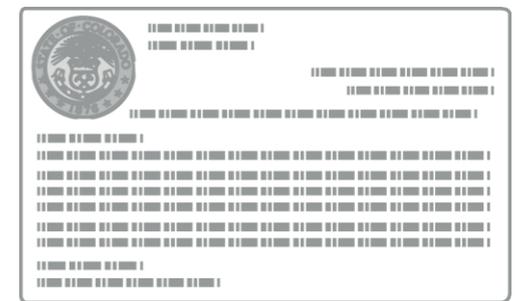
Colorado Medical
Assistance Web Portal



Fax Back
1-800-493-0920



CMERS/AVRS
1-800-237-0757



Medicaid 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

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

CO MEDICAL ASSISTANCE

Response Creation Date & Time: 05/19/2011

Contact Information for Questions on Res
Provider Relations Number: 800-237-0751

Requesting Provider

Provider ID:
Name:

Client Details

Name:
State ID:

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



Medicaid Identification Cards

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



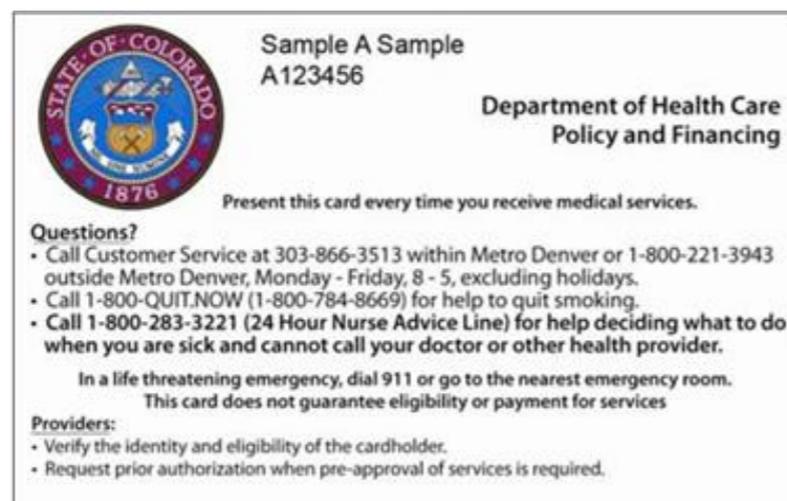
Health First
COLORADO
Colorado's Medicaid Program

Member name: FirstName LastName
Member ID #: #####

- Talk to a nurse anytime at 1-800-283-3221. Dial 911 or go to the ER in a life threatening emergency.
- View coverage and co-payment info or find a provider:
 - Colorado.gov/HCPF
 - PEAKHealth mobile app
 - Call 1-800-221-3943 or State Replay 711, M-F, 7:30am-5:15pm
- Keep your coverage and info current:
 - Colorado.gov/PEAK
 - PEAKHealth mobile app
- Bring a photo ID when you go to your provider or pharmacy.

Providers: This card does not guarantee eligibility or payment for services. You must verify identity and eligibility before providing services.

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



STATE OF COLORADO
1876

Sample A Sample
A123456

**Department of Health Care
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Present this card every time you receive medical services.

Questions?

- Call Customer Service at 303-866-3513 within Metro Denver or 1-800-221-3943 outside Metro Denver, Monday - Friday, 8 - 5, excluding holidays.
- Call 1-800-QUIT.NOW (1-800-784-8669) for help to quit smoking.
- Call 1-800-283-3221 (24 Hour Nurse Advice Line) for help deciding what to do when you are sick and cannot call your doctor or other health provider.

In a life threatening emergency, dial 911 or go to the nearest emergency room.
This card does not guarantee eligibility or payment for services

Providers:

- Verify the identity and eligibility of the cardholder.
- Request prior authorization when pre-approval of services is required.



Billing Overview

Record
Retention

Claim
submission

Prior
Authorization
Requests
(PARs)

Timely filing

Extensions for
timely filing



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Record Retention

- Providers must:
 - Maintain records for at least 6 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 5 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

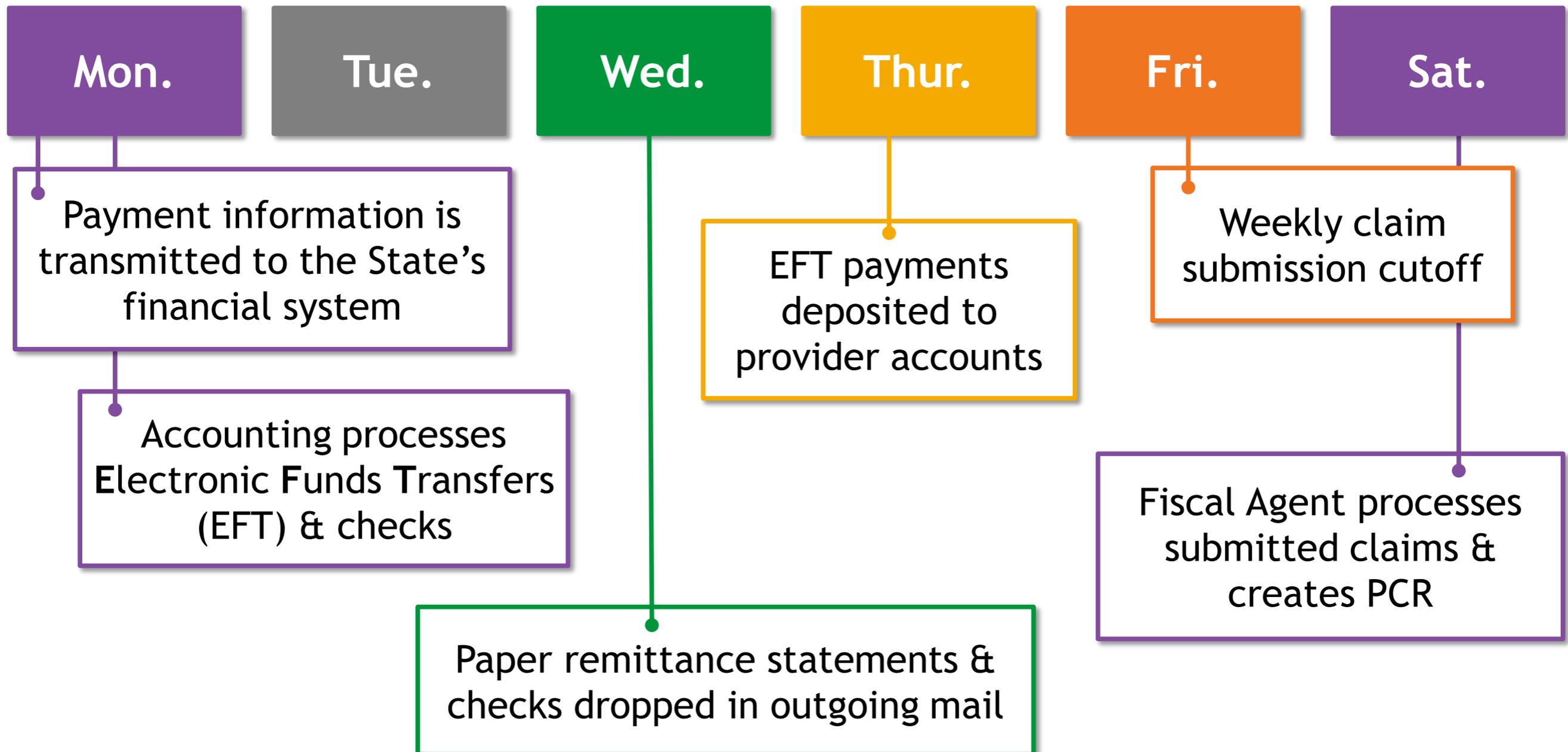
Will be rejected



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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

Waiver PARs

Division for Intellectual & Developmental Disabilities (DIDD) Waivers

- Supported Living Services (SLS)
- Developmental Disabilities (DD)
- Children's Extensive Support (CES)

Local County Department of Human Services DIDD Waiver

- Children's Habilitation Residential Program (CHRP)

Waiver PARs (cont.)

Case Management Agency Adult & Children LTSS Waivers

- Elderly Blind and Disabled (EBD)
- Community Mental Health Services (CMHS)
- Brain Injury (BI)
- Spinal Cord Injury (SCI)
- Children's Home Community Based Services (CHCBS)
- Children With Autism (CWA)
- Children with Life Limiting Illness (CLLI)

Waiver Prior Authorization Form

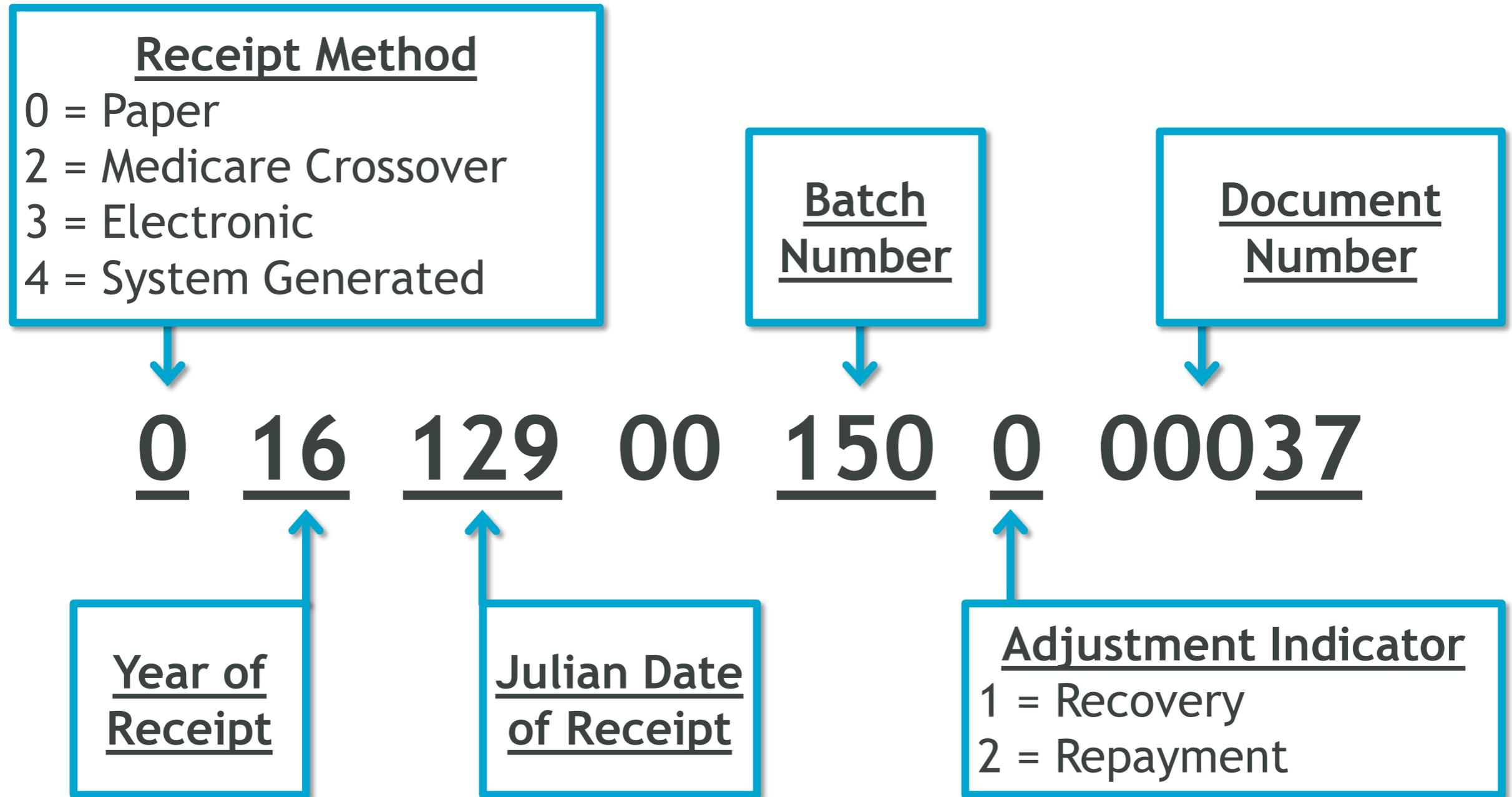
STATE OF COLORADO DEPARTMENT OF HEALTH CARE POLICY AND FINANCING						
 COLORADO Department of Health Care Policy & Financing					QUEST FOR ADULT HOME AND COMMUNITY BASED SERVICES (HCBS) PRIOR APPROVAL AND COST CONTAINMENT EBD-U1	
HCBS - Persons who are Elderly, Blind, and Disabled (EBD) Waiver					PA Number being revised: _____ Revision? <input type="checkbox"/> Yes <input type="checkbox"/> No	
1. CLIENT NAME	2. CLIENT ID	3. SEX	4. BIRTHDATE			
5. REQUESTING PROVIDER #	6. CLIENT'S COUNTY	7. CASE NUMBER (AGENCY USE)	8. DATES COVERED			
			From:	Through:		
STATEMENT OF REQUESTED SERVICES						
9. Description	10. Provider	11. Modifier	12. Max # Units	13. Cost Per Unit	14. Total \$ Authorized	15. Comments:
S5105 Adult Day Services, Basic (U1)						
S5105 Adult Day Services, Specialized (U1)		TF				
T2031 Alternative Care Facility (ACF) (U1)			1	\$50.95	\$50.95	
T2038 Community Transition Services, Coordinator (U1)						
A9900 Community Transition Services, Items Purchased (U1)						
T2025 Consumer Directed Assistance Support Services (CDASS) (Cent/ Unit) (U1)						
T2040 CDASS Per Member/ Per Month (PM/PM) (U1)	Fiscal Employer Agent (FEA) (U1)					
S5165 Home Modifications (U1)						
S5130 Homemaker (U1)						
H0038 IHSS Health Maintenance Activities (U1)						
S5130 IHSS Homemaker (U1)		KX				
T1019 IHSS Personal Care (U1)		KX				
T1019 IHSS Relative Personal Care (U1)		HR, KX				
T2029 Medication Reminder, Install/Purchase (U1)						
S5185 Medication Reminder, Monitoring (U1)						
A0100 NMT, Taxi (U1)						
A0120 NMT, Mobility Van	Mileage Band 1 (0-10 miles) (U1)					
A0120 NMT, Mobility Van To and From Adult Day	Mileage Band 1 (0-10 miles) (U1)	HB				
A0130 NMT, Wheelchair Van	Mileage Band 1 (0-10 miles) (U1)					
A0130 NMT, Wheelchair Van To and From Adult Day	Mileage Band 1 (0-10 miles) (U1)	HB				
T1019 Personal Care (U1)						
T1019 Personal Care, Relative (U1)		HR				
S5160 Personal Emergency Response System (PERs) Install/Purchase (U1)						
S5161 PERs, Monitoring (U1)						
S5151 Respite Care, ACF (U1)						
S5150 Respite Care, In Home (U1)						
H0045 Respite Care, NF (U1)						
A						

Find Adult HCBS Prior Approval and Cost Containment workbook for Waiver programs on the Department's website

[Colorado.gov/hcpf/provider-forms](https://colorado.gov/hcpf/provider-forms)



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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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 Extensions

- Extensions may be allowed when:
 - Backdated eligibility
 - Load letter from Department



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

COLORADO Department of Health Care Policy & Financing
Load Letter Request & Late Bill Override Date Request Form (LLR / LBOD)
DO NOT ALTER THIS FORM

The Department will accept requests on this form only. Your request will be processed within 10 business days. NOTE: Please write legibly. Forms missing information will be sent back to the requestor which will cause a delay in the request. If you have any questions, please email: loadletterrequests@hcpf.state.co.us.

Note: If the dates of service are within 365 days from the date of the request you will not be issued a LL, instead you will be advised to use the Late Bill Override Date Process (LBOD). Please refer to the LBOD instructions located in the Provider Services [Bulletin Manuals](#) section of the Department's Web site.

Today's Date: _____

Client Information:
State Medicaid ID: _____ DOB: _____ SSN: _____
Last Name: _____ First Name: _____
Dates of Service to be covered with the Request: _____

(*For Department Use Only: Please leave this section blank)
*County of Residence _____
*Medicaid Verification of Eligibility Date _____ *Case number _____

Return Completed Load Letter to:
Provider Name: _____ Provider Medicaid ID: _____
Name of Contact: _____ E-mail: _____
Phone Number: _____ FAX NUMBER: _____

DO NOT Check this box unless you represent a Behavioral Health Organization (BHO).

Send completed form by ENCRYPTED Email to: loadletterrequests@hcpf.state.co.us
If you are unable to encrypt the form, you may also fax your request to: 303-866-2082
(no cover sheet needed)

If there is a reason *beyond your control* that caused you to bill this claim beyond the 120 days timely billing cycle please write a brief explanation below.

Revised 11/2014



CMS -1500

Who completes the CMS -1500?

HCBS/Waiver
Providers



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CMS 1500

CARRIER

PATIENT AND INSURED INFORMATION

PHYSICIAN OR SUPPLIER INFORMATION

CARRIER



HEALTH INSURANCE CLAIM FORM

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

<input type="checkbox"/> PICA		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 <input type="checkbox"/> (ID#) BLK (LUNG) <input type="checkbox"/> (ID#) OTHER <input type="checkbox"/> (ID#)		1a. INSURED'S ID NUMBER (For Program in Item 1)	
2. PATIENT'S NAME (Last Name, First Name, Middle Initial)		3. PATIENT'S BIRTH DATE SEX MM DD YY M F	
5. PATIENT'S ADDRESS (No., Street) CITY STATE		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	
9. OTHER INSURED'S NAME (Last Name, First Name, Middle Initial)		10. IS PATIENT'S CONDITION RELATED TO: a. EMPLOYMENT? (Current or Previous) YES <input type="checkbox"/> NO <input type="checkbox"/> b. AUTO ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/> PLACE (State) _____ c. OTHER ACCIDENT? YES <input type="checkbox"/> NO <input type="checkbox"/>	
11. INSURED'S POLICY GROUP OR FECA NUMBER		12. IS THERE ANOTHER HEALTH BENEFIT PLAN? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, complete items 9, 9a, and 9d.	
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) 15. OTHER DATE MM DD YY 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. _____ 17b. 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 YES <input type="checkbox"/> NO <input type="checkbox"/>		21. DIAGNOSIS OR NATURE OF ILLNESS OR INJURY Relate to service line below (24E) ICD Ind. _____ 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 B. PLACE OF SERVICE C. EMG D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances) E. DIAGNOSIS POINTER F. \$ CHARGES G. DAYS OR UNITS H. ICD-9-CM I. ICD-10 J. RENDERING PROVIDER ID. #		25. FEDERAL TAX ID NUMBER SSN EIN 26. PATIENT'S ACCOUNT NO. 27. ACCEPT ASSIGNMENT? (For gov. plans, see back) YES <input type="checkbox"/> NO <input type="checkbox"/> 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 # ()		34. BILLING PROVIDER INFO & PH # ()	

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



Long-term Services and Supports Adult Waiver Programs

Community
Mental Health
Support
(CMHS)

Elderly, Blind
and Disabled
(EBD)

Spinal Cord
Injury (SCI)

Brain Injury
(BI)

Colorado
Choice
Transitions
(CCT)*

*CCT is not a waiver



Adult Long-term Services and Supports Waiver Programs

Program	Modifier	Program Code
BI	U6	89
EBD	U1	82
CMHS	UA	94
CCT*	UC	95
SCI	U1,SC	M5

*CCT is not a waiver



HCBS-BI Requirement

- Primary Purpose of Program
 - To provide a home or community based alternative to nursing facility or hospital care for persons with a diagnosis of a brain injury
- Members Served
 - Age 16 +
 - Brain injury must have occurred prior to age 65
 - Persons with a brain injury as defined in the Colorado Code of Regulations with specific diagnoses
- Level of Care Requirements
 - Nursing Facility or Hospital Level of Care



HCBS-EBD Requirement

- Primary Purpose of Program
 - The EBD program provides home or community based alternative to nursing facility care for elderly, blind, and disabled persons
- Members Served
 - Age 18 +
 - Persons living with HIV/AIDS
 - Elderly persons with a functional impairment (aged 65+)
 - Blind or physically disabled persons (aged 18-64)
- Level of Care Requirements
 - Nursing Facility Level of Care



HCBS-CMHS Requirement

- Primary Purpose of Program
 - To provide a home or community based alternative to nursing facility care for persons with a major mental illness
- Members Served
 - Age 18 +
 - Persons with a diagnosis of major mental illness as defined in the Colorado Code of Regulations with specific diagnoses
- Level of Care Requirements
 - Nursing Facility Level of Care



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HCBS-CCT Requirement

- Primary Purpose of Program
 - To provide home or community based services and supports to individuals transitioning out of long term care facilities
- Members Served
 - Age 18 +
 - Persons eligible for the EBD, CMHS, BI, SLS or DD waivers
 - For more information, visit www.Colorado.gov/hcpf/coloradochoicetransitions
- Level of Care Requirements
 - Nursing Facility Level of Care
- Individuals must be willing to live in qualified housing:
 - A home owned or leased by the individual or family member
 - An apartment with a lease and lockable access and egress which includes living, sleeping, bathing and cooking areas over which the individual or a family member has domain and control
 - A community-based residential setting in which no more than 4 unrelated individuals, not including caretakers, reside



HCBS-SCI Requirement

- Primary Purpose of Program
 - To provide a home or community based alternative to nursing facility or hospital care for persons with a spinal cord injury
- Members Served
 - Age 18+
 - Persons with a spinal cord injury as defined in the Colorado Code of Regulations with specific diagnoses
 - Residing in the Denver/Metro area
 - Adams, Arapahoe, Douglas, Denver, Jefferson
- Level of Care Requirements
 - Nursing Facility or Hospital Level of Care



Consumer Directed Attendant Support Services (CDASS)

- Allows BI, EBD, CMHS, SCI Adult HCBS members to direct their own care
- Delivery option provides the following for Adults:
 - Personal Care
 - Homemaker Services
 - Health Maintenance Activities



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In Home Support Services (IHSS)

- Assists CHCBS, EBD & SCI Adult HCBS members in directing their own care through an agency
- Managed by an In-Home Support Services Agency
- IHSS Delivery Option provides the following for Adults:
 - Personal Care
 - Homemaker Services
 - Health Maintenance Activities
- IHSS Delivery Option provides the following for children:
 - Health Maintenance Activities



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Division for Intellectual & Developmental Disabilities (DIDD) HCBS Waiver Programs

Supported
Living Services
(SLS)

Developmental
Disabilities (DD)

Children's
Extensive
Support Services
(CES)



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Waiver Programs

Program	Modifier	Program Code
DD	U3	85
SLS	U8	92
CES	U7	90
TCM	U4	87
CCT*	UC	95

*CCT is not a waiver



HCBS-DD Requirement

- Primary Purpose of Program
 - Provides persons with developmental disabilities services and support allowing them to continue to live in the community
- Members Served
 - Age 18+
 - Persons who are in need of access to services and supports 24 hours a day that will allow them to live safely and participate in the community
- Level of Care Requirements
 - Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/ID)



HCBS-SLS Requirement

- Primary Purpose of Program
 - Provides persons with developmental disabilities services and support allowing them to continue to live in the community
- Members Served
 - Age 18+
 - Persons who can either live independently with limited supports or who, if they need extensive supports, are already receiving that high level of support from other sources
- Level of Care Requirements
 - Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/ID)



HCBS-CES Requirement

- Primary Purpose of Program
 - Provides care for children who are at risk of institutionalization have a diagnosis of a Developmental Disability with intense behavioral and/or medical needs
- Members Served
 - Birth through age 17
- Level of Care Requirements
 - Who meet institutional level of care for an Intermediate Care Facility for Individuals with an Intellectual Disability (ICF/ID)
 - Child has a behavior or medical condition that is so intense that it requires near constant line of sight supervision



Targeted Case Management (TCM)

- It is not optional to have TCM for members enrolled in a waiver



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Long-term Services and Supports Children's HCBS Waiver Programs

Children's Home
and Community
Based Services
(CHCBS)

Children with
Life Limiting
Illness (CLLI)

Children
With Autism
(CWA)



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Other Children's HCBS Waiver Programs

Children's
Habitation
Residential
Program (CHRP)



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Waiver Programs

Program	Modifier	Program Code
CHCBS	U5	88
CLLI	UD	97
CWA	UL	96
CHRP	U9	93

HCBS-CHCBS Requirement

- Primary Purpose of Program
 - Provides case management & In-Home support services for children who:
 - Are at risk of institutionalization in a hospital or skilled nursing facility
 - And would not otherwise qualify for Colorado Medical Assistance due to parental income and/or resources
- Members Served
 - Birth through age 17
- Level of Care Requirements
 - Who meet the established minimum criteria for hospital or skilled nursing facility levels of care & who are medically fragile



HCBS-CHCBS Case Management Responsibilities

- Inform member and/or guardian(s) of the eligibility process
- Arranges for face-to-face contact w/ member within 30 calendar days of receipt of referral
- Completes ULTC-100.2
- Assesses member's health and social needs
- Develops Prior Approval and Cost Containment Record Form of services and projected costs for State approval
- Submits a copy of approved Enrollment Form to the County for Colorado Medical Assistance Program State identification number
- Monitors and evaluates services
- Reassesses each child
- Demonstrates continued cost effectiveness, whenever services increase or decrease



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HCBS-CLLI Requirement

- Primary Purpose of Program
 - Provides care for children who are at risk of institutionalization in a hospital & have a diagnosis of a life-limiting illness
 - Provide Palliative Care to children with a life limiting illness
- Members Served
 - Birth through age 18
- Level of Care Requirements
 - Who meet institutional level of care for inpatient hospitalization



HCBS-CWA Requirement

- Primary Purpose of Program
 - Provides behavioral therapy for children who are at risk of institutionalization and have a medical diagnosis of Autism
- Members Served
 - Birth through age 5
- Level of Care Requirements
 - Who meet institutional level of care for an Intermediate Care Facility for Individuals with an Intellectual Disability (ICF/IID)



HCBS-CHRP Requirement

- Primary Purpose of Program
 - Provides care for foster children who are at risk of institutionalization and have a diagnosis of a Developmental Disability with extraordinary needs
- Members Served
 - Birth through age 20
- Level of Care Requirements
 - Who meet institutional level of care for an Intermediate Care Facility for Individuals with an Intellectual Disability (ICF/IID)



Critical Incident Reporting

- Types of Critical Incidents to Report
 - Suspected Abuse, Mistreatment
 - Suspected Neglect
 - Suspected Exploitation
 - All Deaths
 - Serious Illness or Injury
 - Medication Errors
 - Damage or Theft of Member's Property
 - All High Risk Issues
 - All unplanned Hospitalizations

Critical Incident Reporting

- HCBS providers who experience a critical incident involving a member enrolled in waiver programs:
 - Are required to report all critical incidents to member's case manager within 24 hours of discovery
 - May also be required report applicable incidents to appropriate authorities such as:
 - Department of Public Health and Environment
 - Adult or Child Protective Services
 - Local law enforcement



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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

Common Denial Reasons

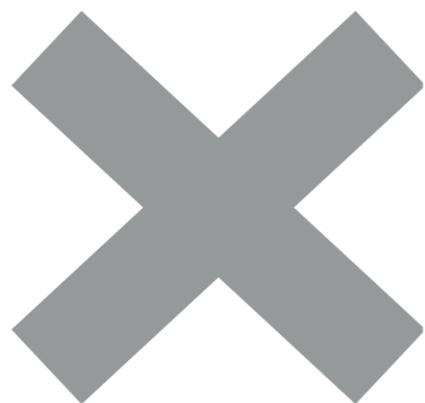
PAR not on file

No approved authorization on file for services that are being submitted

Total Charges invalid

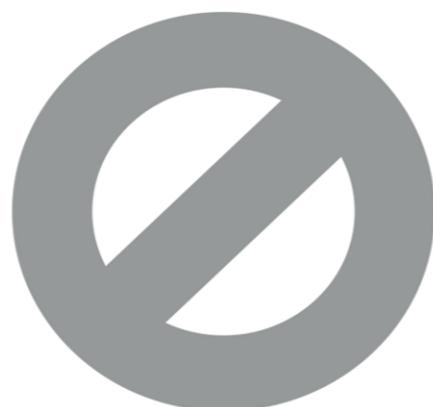
Line item charges do not match the claim total

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

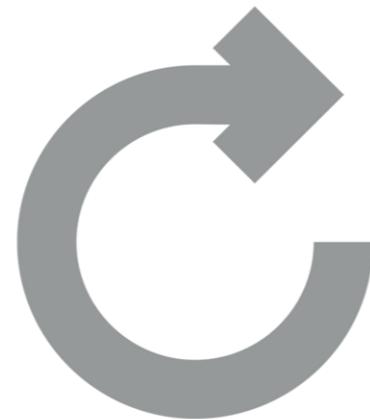
Claim processed & paid by claims processing system

Claims Process - Common Terms



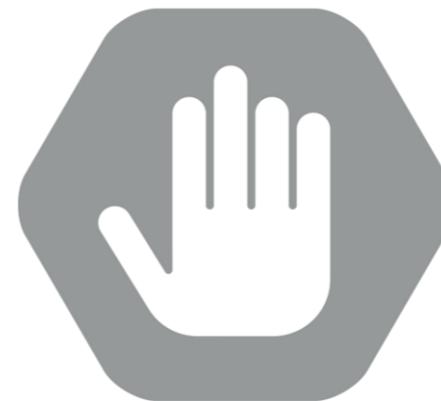
Adjustment

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 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 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
1-800-237-0757

CGI
1-888-538-4275

Claims/Billing/Payment

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

Forms/Website

CMAP Web Portal technical support

EDI

CMAP Web Portal Password resets

Updating existing provider profile

CMAP Web Portal End User training



Thank you!



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