Dear Providers,

Thank you to the nearly 43,000 providers who are enrolled in our new system. With your help and collaboration, we have launched the new Colorado interChange and have begun processing claims submitted through the Provider Web Portal.

We know there have been some challenges as you adjust to a new system and fiscal agent. We want to thank you for your patience as we work through this transition. **To help you get paid faster for services to our members, we will be running an additional financial cycle this week. For this cycle, submit claims by noon Tuesday (3/7).**

Since Go Live, we have heard many common questions and concerns we want to address. We have also created additional resources to support you.

We want to acknowledge many providers have had a frustrating experience with the Hewlett Packard Enterprise (HPE) Call Center. Beginning Wednesday (3/1), HPE experienced nationwide technical difficulties which caused calls to be dropped after being connected to an agent. <u>We want to emphasize that HPE agents were not hanging up on providers.</u> This issue has significantly improved but HPE continues to work to resolve this. We apologize for the inconvenience this has caused.

HPE is hosting some webinar sessions to help answer some of the most common questions we are getting from providers. These webinars will hold up to 2,500 attendees, so they will not be Q&A sessions. They will be demonstration training sessions with a chat function. Questions posted to the chat log will be used to develop FAQs. If you haven't already, [you can register for Today's (3/6) sessions here](#).

Please remember to check the various resources we have available; we have noticed many questions from our providers are answered in existing resources. We strongly suggest you completely read the Guide to Go Live, billing manuals and any of the cheat sheets you think would be helpful.

[Guide to Go Live](#)
[Billing Manuals](#)
[Provider Web Portal FAQs](#) (Updated regularly, check back often)
[Provider Resources webpage](#)

Provider Web Portal Cheat Sheets
[Adding a new delegate](#)
[Linking to an existing delegate](#)
[Provider Maintenance](#)
[Updating EFT/ERA](#)
[Trading Partners](#)
[Verifying Member Eligibility](#)
[Provider Web Portal training](#)

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