



COLORADO
Department of Health Care
Policy & Financing

Dear Provider,

A system enhancement implemented on June 13, 2018, now allows for the Colorado interChange to process retroactive changes to member eligibility spans. Member eligibility is now up to date in the Colorado interChange.

However, if a member still believes their eligibility information needs to be updated, the process is the same as it would have been with the Xerox legacy system; the member must contact the [Health First Colorado Member Contact Center](#) at 1-800-221-3943 to initiate the correction. In some cases, the member may be redirected to the county technician if additional information is needed to fulfill the eligibility requirements.

Thank you,

Department of Health Care Policy & Financing

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