



COLORADO
Department of Health Care
Policy & Financing

Dear Providers,

After several years of preparation, Go Live has arrived.

Today, you* will begin using the [new Provider Web Portal](#) to submit your claims, update your practice information, and to verify eligibility.

*Unless you submit claims to a Managed Care Organization (MCO) or Behavioral Health Organization (BHO). You will continue to work with your network, as you always have, and operate business as usual (unless your network has specified otherwise).

You will not be able to register for a Provider Web Portal account, check member eligibility or submit claims, if you have not submitted an enrollment or revalidation application **and** have received an approved status.

To begin an enrollment/revalidation application, [click here](#).

If you haven't already, you should [watch the training videos on the new Provider Web Portal](#) and review these [Frequently Asked Questions \(FAQs\)](#).

Please note: The Xerox call center (1-800-237-0757) has officially closed, and will no longer accept calls. **If you have questions, you must call HPE's call center at 1-844-235-2387.** You can also check member eligibility, provider warrant information or claim status information, by calling this number.

You will be able to access the [legacy web portal](#) to save reports until March 11, 2017. It cannot be used to check member eligibility, submit claims or check claim status. On March 12th, the legacy web portal will no longer be available.

Our [Provider Resources](#) page has many resources to assist you with the transition, including this [Guide to Go Live](#).

Please download and review the [Guide to Go Live](#), even if you have done so before. We have updated this document several times over the past few weeks, and will continue to update during this transition.

As expected with the launch of a project of this size and complexity there will be issues and concerns to overcome. Plans and processes are in place to address issues as they arise. Please check our website and emails frequently for the latest news on system updates and clarification on system functionality.

Thank you for your cooperation during this transition and for your continued support in ensuring our members receive the care they need.

Sincerely,

Health First Colorado & Child Health Plan *Plus* (CHP+)
Provider Enrollment

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