



Dear HCBS Providers,

If you're having problems submitting claims because you can't see the PAR in the web portal please do the following:

1. Obtain the Prior Authorization number from the case manager
2. Ensure you have client demographic information, at the minimum the State ID (Member ID)
3. Submit your claim

For more detailed information, please see the information below.

Re: PAR Related Claims Issues

As you may know, the Department implemented a deadline for accepting PARs prior to our transition to the Colorado interChange.

The PAR submission deadlines were 2/3 for HCBS-BI, CHCBS, CMHS, CLLI, CWA, EBD, SCI PARs, and 2/16 for HCBS-DD, SLS, CES PARs.

All approved PARs submitted before the deadlines above were converted and loaded into the interChange for our March 1 Go Live date.

Even though these PARs are in the interChange, they have not yet been converted over into the Bridge (where Case Managers will create new and revise existing PARs).

Until all PARs can be loaded into the Bridge, Case Managers must use the following processes to submit or revise PARs:

- New HCBS-BI, CHCBS, CMHS, CLLI, CWA, EBD, SCI PARs **and** revisions should be sent to the Department to be keyed in.
- Case Managers are to key **new** HCBS-DD, SLS, CES PARs into the Bridge themselves but **revisions** for these PARs should be sent to the Department to key in.

The Department is working to key all new PARs and revisions as quickly as possible. However, the process to key PARs directly into the back-end of the system is time-consuming and there is currently a backlog.

As the rendering providers on these PARs, we want you to be aware of some common PAR related deny and suspense reasons and what to do if you receive them.

- EOB 5110 - The prior authorization does not match the services billed on your claim. Please correct services or submit a new prior authorization for the services billed.
- EOB 0504 - There is no PA on file for the procedure with the billed modifier. Check the approved PA and verify the procedure and modifier.
- EOB 0192 - Prior Authorization (PA) is required for this service. An approved PA was not found.
- EOB 0399 - Date of Service Must Fall Between the Prior Authorization Grant Date and Expiration.

Why You're Getting these Errors:

It is very possible that you're getting these EOBs because the PAR or PAR revision is not yet in the system.

How to Fix it:

Unfortunately, there is not a way to resolve these EOBs until the PAR or PAR revision is in the system correctly. Rather than resubmitting your claims to check and see if the PAR has made its way to the system, we recommend the following:

For HCBS-BI, CHCBS, CMHS, CLLI, CWA, EBD, SCI PARs:

- Wait for the Case Manager to send you the PAR letter before you submit your claims.
- If you receive the PAR letter and still receive the EOBs above, please reach out to the Case Management Agency to verify the PAR dates and approved services.

For HCBS-DD, SLS, CES PARs:

Wait to receive the approved PAR letter before you submit your claims.

- If you receive the PAR letter and still receive the EOBs above, please reach out to the Case Management Agency to verify the PAR dates and approved services.

Thank you,

Health First Colorado and Child Health Plan Plus (CHP+)

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