



Dear Home & Community Based Services (HCBS) Provider,

As a reminder, the Department and DXC Technology (DXC) have implemented two system enhancements to allow providers to view a member's Prior Authorization Request (PAR) status and modifiers for Prior Authorization (PA) detail lines in the Provider Web Portal.

Provider Web Portal Enhancement for PAR Status Inquiry

This enhancement was implemented in 2017 to allow providers to enter the member identification number and approved PAR number into the Provider Web Portal to search for the PAR status. Providers should choose the "Care Management" option from the home page and click on "View Authorization Services." Providers should still be receiving PAR letters and/or PAR numbers from the case managers.

PARs that are visible in the Provider Web Portal are finalized PARs in the Colorado interChange. PARs that are in process in the Bridge cannot be viewed through the Provider Web Portal.

Provider Web Portal Enhancement for Viewing Modifiers on PA Detail Lines

A secondary enhancement was implemented in February of 2018 to allow modifiers on the detail lines of the PA records to be viewable on the Provider Web Portal. HCBS providers may still require additional information from case managers regarding the amount, scope, and duration of services authorized by the service plan, and should verify all information contained in the service plan before billing. In order to access this functionality, providers must have the client ID and an approved Prior Authorization ID.

For step-by-step instructions on looking up the status of a member's PAR in the Provider Web Portal, including how to find the modifiers, refer to the [Provider Web Portal Quick Guide - Viewing Prior Authorizations](#).

Thank you,

Department of Health Care Policy & Financing

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