



Dear HCBS Provider,

The Department and DXC Technology (DXC) have heard your frustration and have implemented a system enhancement to the Colorado interChange which will allow providers to view a member's Prior Authorization Request (PAR) status in the Provider Web Portal. PARs that are visible in the Web Portal are finalized PARs in the interChange. PARs that are in process in the Bridge cannot be viewed through the Web Portal.

Provider Web Portal Enhancement for PAR Status Inquiry

This enhancement will allow a provider 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.

This enhancement **will not** allow the provider to see the modifiers for billing. The Department and DXC are working on an additional enhancement to allow this. Until the second enhancement is made, providers should ask the case manager for the modifiers. Providers may also call the Provider Services Call Center (1-844-235-2387) to ask for the modifiers. As a reminder, modifiers vary by waiver. If you have questions, refer to the billing manual for HCBS services which can be found at www.colorado.gov/hcpf/billing-manuals.

PAR Unit Usage

PARs that were created in the Xerox (old) MMIS, then converted to the new Colorado interChange are not accurately displaying the remaining units. This is not affecting PARs that were entered into the Colorado interChange after March 1, 2017. As new PARs are entered in the Colorado interChange, units will display correctly.

Unfortunately, the DXC Provider Services Call Center cannot provide information about remaining units for PARs converted from the Xerox MMIS. The provider is responsible for tracking their usage based on approved amounts from the case managers. Should a claim deny for unit concerns, providers are advised to contact their case manager for assistance.

Thank you for your continued collaboration and support for our members. We understand this transition has been challenging for some providers. The Department and DXC are working to resolve issues as quickly as possible.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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