



COLORADO

Department of Health Care
Policy & Financing

Dear Providers,

This special newsletter summarizes the emails and communications concerning COVID-19 from the past week. The Department knows providers will have many questions about COVID-19 and will post updates on policies, codes and other important information on the new [COVID-19 Information for Health First Colorado and CHP+ Provider and Case Managers web page](#). The new web page will be frequently updated with resources and guidance on COVID-19 as information becomes available.

COVID-19 Topics & Resources

Operations During the COVID-19 State of Emergency

DXC Technology (DXC), the Department's fiscal agent, continues to be fully functional during this time of the COVID-19 state of emergency and has implemented procedures to comply with social distancing while continuing to serve providers.

Providers are strongly encouraged to utilize all electronic options for claims submissions including claims with attachments, as paper claim processing will be delayed during this time. **All attachments should be sent via the Provider Web Portal.** For assistance on sending attachments, voids or adjustments, contact the [Provider Services Call Center](#) at 1-844-235-2387.

Reminder: Inpatient Hospital Review Program (IHRP) Suspension and New Known Issue for Long Term Acute Care (LTAC) and Maternity claims Denials

Providers are reminded that effective April 1, 2020, the IHRP was suspended to allow hospitals to direct resources to their COVID-19 response. Inpatient claims in which the admit date occurs on or after April 1, 2020, will not require an IHRP prior authorization, concurrent or complex case review, or Neonatal Intensive Care Unit (NICU) admission review until further notice.

A known issue has been identified where inpatient LTAC and maternity claims submitted on or after March 31, 2020, which do not require a Prior Authorization Request are denying for Explanation of Benefits (EOB) 3053 – "Prior Authorization is required for inpatient services." The Department and DXC are working to resolve the issue. Claims will be reprocessed by DXC.

COVID-19 Specific Rate Schedules for Home & Community Based Service (HCBS) Providers

Updated [COVID-19-specific rate schedules](#) for HCBS providers have been posted on the [Rates & Fee Schedules web page](#). This is also accessible from the [COVID-19 Provider Information web page](#) under the Billing Guidance > Home and Community-Based Services (HCBS) drop-down section.

Replacement Files (Quarter 2 of 2020) Related to the COVID-19 Public Health Emergency

In accordance with Centers for Medicare & Medicaid Services' (CMS) expansion of telehealth services, CMS updated procedure-to-procedure (PTP) edits and Medically Unlikely Edits (MUEs) for Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) codes, retroactive to January 1, 2020. CMS issued replacement files for NCCI PTP Practitioner, NCCI Practitioner Outpatient hospital, NCCI MUE Practitioner and NCCI MUE Outpatient Hospital. CMS provided a complete list of all [Covered Telehealth Services for PHE for the COVID-19 pandemic](#).

COVID-19 Guidance for Home & Community Based Service (HCBS) Providers and Long-Term Services and Supports

System, billing and policy COVID-19 guidance for HCBS providers is be posted to the

[Long-Term Services and Supports COVID-19 Response web page](#) See recently added resources below:

Long-Term Services and Supports Webinars and Memos:

- [Operational Memo OM 20-048](#) - This memo informs providers and case management agencies of temporary rate increases in response to the COVID-19 pandemic for some HCBS waiver benefits.
- [Operational Memo OM 20-043](#) – This memo informs Pre-Admission Screening and Resident Review (PASRR) stakeholders of temporary changes to the PASRR process.
- [Operational Memo OM 20-039](#) – This memo includes updated HCBS provider retainer payments and case management action required for closures related to COVID-19.

Providers are advised to check the COVID-19 Related Guidance Memos drop-down section of the [Long-Term Services and Supports COVID-19 Response web page](#) regularly for additional information and new resources.

Please do not reply to this email; this address is not monitored.