



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

Fraud Alert from the U.S. Department of Health and Human Services' Office for Civil Rights (OCR)

The U.S. Department of Health and Human Services' Office for Civil Rights (OCR) has notified HIPAA Covered Entities of a fraudulent scheme. An individual posing as an OCR investigator has contacted HIPAA Covered Entities by phone in the guise of an investigation, and obtained patient protected health information (PHI). **"The individual identifies themselves on the telephone as an OCR investigator, but does not provide an OCR complaint transaction number or any other verifiable information relating to an OCR investigation."** The fraudster is not an OCR investigator and is not entitled to receive or access patient PHI.

During the COVID-19 pandemic, it is vital to maintain your HIPAA safeguards to protect patient PHI from unauthorized access or use; and to continue to follow standards and practices. OCR asks that HIPAA covered entities and business associates should alert their workforce members of this recent fraud activity. If you are contacted by an OCR investigator, ask for the investigator's email address (which will end in [@hhs.gov](#)) and request a confirming email from the OCR investigator's official email address.

If organizations have additional questions or concerns, please send an email to OCRAudit@hhs.gov. Suspected incidents of individuals posing as federal law enforcement should be reported to the Federal Bureau of Investigation (FBI).

New HCPCS Codes for Specimen Collection for 2019 Novel Coronavirus (COVID-19)

New HCPCS codes G2023 and G2024 (used to identify and reimburse specimen collection for COVID-19 testing) have been released for dates of service on or after March 1, 2020. The Colorado interChange is being updated to receive and process claims for these codes. More information will be provided in future communications.

No Co-Pay for Health First Colorado Members on COVID-19 Treatment Related Claims

Effective February 4, 2020, there is no co-pay for Health First Colorado (Colorado's Medicaid Program) members on claims related to the treatment of COVID-19 and billed with COVID-19 diagnoses.

Durable Medical Equipment (DME) and Oxygen Supplies During the COVID-19 State of Emergency

Effective April 3, 2020, throughout the duration of the COVID-19 state of emergency in Colorado, prior authorization requirements for oxygen therapy, positive airway pressure devices, respiratory assist devices, ventilators, suction devices, nebulizers and oxygen related supplies that are emergently provided for COVID-19 treatment are being waived. This applies to any diagnosed person with COVID-19 or suspected person under investigation for COVID-19.

Providers must include the 'CR' modifier to designate that the requested item or service is related to treating a member who is diagnosed/suspected with COVID-19 to have these services be reimbursed without prior authorization.

The Colorado interChange is being updated to bypass the prior authorization requirement for the applicable DME codes when the claim type is Professional (M) or Professional Medicare Crossover (B), the billing provider contract is Supply, and modifier CR is submitted on the claim. Healthcare Common Procedure Coding System (HCPCS) codes allowed under this policy are listed on the [Durable Medical Equipment \(DME\) and Oxygen Supplies web page](#). Note: Some codes listed do not require prior authorization.

Visit the [Durable Medical Equipment \(DME\) and Oxygen Supplies web page](#) for updates or contact the [Provider Services Call Center](#) at 1-844-235-2387 for more information.

Emergency Benefits for Uninsured Coloradans for COVID-19 Laboratory Testing

Effective April 7, 2020, the Colorado interChange has been updated to receive and process claims for uninsured Coloradans identified as eligible for benefits limited to COVID-19 laboratory testing for procedure codes U0001, U0002 or 87635 when billed as an emergency. Currently, **only** procedure codes U0001, U0002 or 87635 are covered under this policy and should be the only procedure codes submitted on a member's claims. Including additional procedure codes for services other than COVID-19 laboratory testing will cause the claim to deny.

Providers are reminded that claims submitted for recipients of Emergency Medicaid must have the appropriate emergency indicator:

- Professional claims: Use field 24C (EMG).
- Institutional claims: Indicate Admission Type 1 (Emergency) or 5 (Trauma).

Providers may verify members' eligibility for COVID-19 benefits using the Provider Web Portal or Batch. In the Provider Web Portal, COVID-19 benefits display on the Benefit Details grid as an "EMS" Coverage type with the following Description "Emergency Medical Service-HD-EMS COVID-19 Only".

Click '+' to expand and view copay amounts. Click '-' to collapse.

Benefit Details				
	Coverage	Description	Effective Date	End Date
	EMS	Emergency Medical Service - HD - EMS COVID-19 Only	04/07/2020	04/07/2020
	Coverage	Coverage Code Description	Copay Amount	

Refer to the [Verifying Member Eligibility and Co-Pay Quick Guide](#) for more information on verifying member eligibility through the Provider Web Portal.

Medication Prior Authorization (PA) Deferments

Effective April 6, 2020, Prior Authorization (PA) requirements for Health First Colorado (Colorado's Medicaid Program) members on all medications for which there is an existing 12-month PA approval in place are being deferred. Each PA may be extended one time for 90 days. These extensions will be handled on a case-by-case basis by the Magellan Rx Management Pharmacy Call Center if requested by an enrolled Health First Colorado healthcare professional (i.e. prescribers and pharmacists or their designees). New PAs and existing PA approvals that are less than 12 months are not eligible for deferment.

NOTE: This policy relates only to medication prior authorizations, not medical prior authorizations.

Contact the Magellan Rx Management Pharmacy Call Center at 1-800-424-5725 for a one-time PA deferment.

Recently Added COVID-19 Provider Resources

The following provider resources are available on the [COVID-19 Information for Health](#)

Colorado Indigent Care Program Section Added to COVID-19 Web Page

A section for [Colorado Indigent Care Program](#) clients has been added to the [COVID-19 Information for Health First Colorado and CHP+ Provider and Case Managers web page](#).

Guidance for Behavioral Health Providers

- [Special Update Concerning Coronavirus \(COVID-19\) and Substance Use Disorder \(SUD\) Benefits](#)

System & Billing Guidance

- [COVID-19 Guidance for Pharmacies](#)
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New Web Page for Home & Community Based Service (HCBS) Providers and Long-Term Services and Supports COVID-19 Guidance

System, billing and policy COVID-19 guidance for HCBS providers will be posted to the new [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 20-038](#) – This memo informs Nursing Facilities of instructions for temporarily waiving certain training and certification requirements for nurse aides in nursing facilities.
- [Operational Memo OM 20-037](#) – This memo informs Community Centered Boards (CCBs) and Single Entry Points (SEPs) of temporary changes to administrative requirements within the Fiscal Year 2019-20 CCB and SEP contracts.
- [Operational Memo OM 20-036](#) – This memo informs HCBS Providers and Case Management Agencies of the temporary suspension of in-person inspections for the Home Modification and Home Accessibility Adaptation benefits, and the temporary suspension of in-person inspections for IRSS-Host Home settings during the COVID-19 pandemic.
- [Operational Memo OM 20-035](#) – This memo outlines operational information for HCBS residential services pertaining to COVID-19.
- [Operational Memo OM 20-034](#) – This memo informs Case Management Agencies about temporary operational changes for face-to-face member contact and assessment.

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