



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

### Member Eligibility Verification Without ID Card

With the anticipated increase in member eligibility and the need to access care quickly, members should not be turned away for not having their identification cards. Providers are reminded to use the Provider Web Portal to verify eligibility rather than requiring members to bring their Member ID cards to appointments.

---

### Telemedicine Place of Service Code

Place of service code 02 has been added to most Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) codes in the Colorado interChange. Place of service 02 will be added to more codes as necessary if they are added to the telemedicine policy.

Visit the [Telemedicine - Provider Information web page](#) for more information.

---

### Hospital Providers - Inpatient Hospital Review Program (IHRP) Suspension

Effective April 1, 2020, the IHRP will be 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.

---

### Outpatient Hospital Providers - COVID-19 Update to 3M Enhanced Ambulatory Patient Grouping (EAPG) Grouping

Over the next several weeks, the 3M software which utilizes the EAPG methodology is being updated to accommodate the new COVID-19 Current Procedural Terminology (CPT) code, Healthcare Common Procedure Coding System (HCPCS) codes, and ICD-10 diagnosis code. The Colorado interChange is being updated accordingly as listed below:

- March 30 – Updated to include COVID-19 CPT code 87635 and HCPCS codes U0001 and U0002
- The update to include COVID-19 diagnosis code U07.1 is anticipated in the coming weeks.

For more information on EAPG, refer to the IP and OP Hospital Billing Manual under the UB-04 drop-down and Appendix G under the Appendices drop-down on the [Billing Manuals web page](#).

---

### Recently Added COVID-19 Provider Resources

The following provider resources are available on the [COVID-19 Information for Health First Colorado and CHP+ Providers and Case Managers web page](#):

**Guidance for Behavioral Health Providers**

### **System & Billing Guidance**

- [Alternative Funding Strategies for Community Mental Health Centers \(CMHCs\) During COVID-19 State of Emergency Fact Sheet](#)
- [Behavioral Health Services \(BHS\) During COVID-19 State of Emergency Fact Sheet](#)
- [Regional Accountable Entity \(RAE\) Behavioral Health Telemedicine Services During COVID-19 State of Emergency Fact Sheet](#)

### **Guidance for Case Managers**

- [Operational Memo HCPF OM-20-027](#) – This memo outlines changes to signature requirements for member documentation in response to COVID-19 for Case Management Agencies.

### **Guidance for Home & Community Based Service (HCBS) Providers**

#### **Long-Term Services and Supports Webinars and Memos**

- [Operational Memo HCPF OM 20-032](#) – This memo outlines telemedicine in Nursing Facilities, Alternative Care Facilities and Intermediate Care Facilities for COVID-19.
- [Operational Memo HCPF OM 20-031](#) – This memo outlines operational changes to the HCBS Non-Medical Transportation Benefit for COVID-19.
- [Operational Memo HCPF OM 20-030](#) – This memo outlines additional PASRR COVID-19 updates.

#### **Frequently Asked Questions (FAQs)**

- A [COVID-19 Frequently Asked Questions For HCBS Providers section](#) has been created with drop-down sections on Billing, Telehealth & Telemedicine and Case Management.

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