



Dear Providers,

This email summarizes last week's additions to the [Known Issues & Updates web page](#).

We frequently update our Known Issues & Updates web page, so make sure to check it for updates on a regular basis. Click the button below to visit the Known Issues & Updates web page. Please note that the Known Issues page is not an all-inclusive list of known issues.



Known Issues Web Page

Provider Web Portal updates,
known issues, work-arounds,
resolved issues, & general updates

Take me there!

Hot Topics

Resolved 12/15/17: Rendering Provider Claims Denied or Suspended Due to Multiple Rendering Enrollment Profiles

When a rendering provider within a group had more than one (1) provider program ID associated with a National Provider Identifier (NPI), the claim was denied or suspended. As a rendering provider, you should only have one Medicaid Provider ID in the interChange, even if you provide services in multiple locations. Duplicate IDs can cause claim denials.

DXC has now inactivated duplicate provider records so there is only one program provider ID for each rendering individual. If you are an "individual within a group" (rendering provider only) that had two or more provider IDs that shared an NPI in the Colorado interChange, you should have received the following email communications from DXC and the Department with the subject line "Colorado Medicaid Provider Enrollment Application":

1. The email sent on 11/30/17 notified you of the upcoming inactivation
2. The email sent on 12/13/17 clarified that you will receive a follow-up email with the Provider ID you should use moving forward, and that this follow-up email will be sent **after** the duplicate IDs have been inactivated
3. The email sent on 12/15/17 notified you that duplicate IDs have been inactivated and provided you with the Provider ID you should use moving forward

Note: Your NPI should still be used for claims submission. The Medicaid Provider ID is not needed on the claim.

On May 4th, a system enhancement was implemented to populate the rendering provider that is affiliated with the billing provider. This allows the claim to be processed by DXC. For more information regarding the rendering provider system enhancement, please contact the Provider Services Call Center (1-844-235-2387).

Issue resolved 12/15/17

Ordering, Prescribing and Referring (OPR) providers

Effective January 1, 2018, the Department will enforce 42 CFR 455.410(b) which provides that Medicaid must require all ordering or referring physicians or other professionals providing services be enrolled as providers, and 42 CFR 455.440, which provides that Medicaid must require all claims for the payment of items and services that were ordered, referred, and prescribed to include the National Provider Identifier (NPI) of the ordering, referring or prescribing physician or other professional.

For more information [visit the OPR web page](#).

Featured Provider Resources

Change of Ownership Frequently Asked Questions

[Change of Ownership \(CHOW\) Frequently Asked Questions \(FAQs\)](#) are now available on the [Provider FAQ Central web page](#). This resource addresses questions that are frequently asked when a CHOW has occurred and what steps providers need to take to prepare.

Recognizing Co-Payments - Reading Your Remittance Advice (RA) Quick Guide Update

The [Reading Your Remittance Advice \(RA\) Provider Web Portal Quick Guide](#) has been updated with a new section starting on page 11, "Recognizing Co-payments," illustrating where the co-pay appears on the RA.

Checks for Refund Payment – Make Out to “Colorado Department of Health Care Policy and Financing”

When writing a check to refund payment, make the check out to Colorado Department of Health Care Policy and Financing and mail it to:

DXC Technology
P.O. Box 30
Denver, CO 80201

However, we highly recommend submitting electronically as we will automatically set up an AR balance.

For more helpful information like this, refer to the General Updates section near the top of the [Known Issues & Updates web page](#).

Website Navigation: Where to Find Provider Resources

The Department and DXC have made a number of updates to the Department's website in an effort to improve user navigation and overall organization. These updates include relocating certain documents and informational resources to more appropriate web pages.

Please note that the "Resources" button, which was previously located in the top right corner of several provider-facing web pages, has now been moved to the bottom right corner of the [For Our Providers web page](#).

The design of the button has also changed:

BEFORE



AFTER



Recently Added Issues

No new Known Issues posted to the website this week. DXC and the Department are aware of several newly identified issues and are in the process of developing content to be posted on the Known Issues page as soon as possible.

Recently Resolved Issues

Resolved 12/13/17: Incorrect Claim Payments for Nursing Facility Providers on Crossover Claims

Part A crossovers were paying the full coinsurance and deductible instead of using the "lower of" pricing logic. Part B crossovers were paying at zero when they should have paid the coinsurance and deductible.

Claims will be reprocessed by DXC.

Issue resolved 12/13/17

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