

Beginning Billing Workshop Secure Web Portal 837P

Colorado Medicaid
2014



Training Objectives

- Web Portal
 - Basic overview & functions
 - Maintaining user, provider & member data
- User access & roles
- Eligibility verification & response
- 837P (Professional) claims
 - Collection of information that creates one
 - How to submit
- Accessing reports



Web Portal Advantages

- Convenient, user-friendly & easily accessible
- Available 24 hours/7 days per week
- Quick response to claim entries
- Available anywhere internet can be accessed



Trading Partner

- What is a Trading Partner (TP)?
 - Organization or provider TP number is assigned to



Trading Partner Administrator (TPA)

What is a TPA?

Information security point of contact between Department & provider's office

User appointed by organization or provider

TPA's username assigned by State Security Administrator

- Username begins with COTP, includes TP number, & ends with an "A" (COTP123456A)

What does the TPA do?

Tasks include assigning roles, adding /removing users

CMAP Web Portal technical TPA should know exact duties of each user they add to the system

This person should be readily available to users who access the Web Portal weekly

Billing Agencies / Agents

- Do not have authority to request password resets for Web Portal User Names assigned to Providers
- Issued own Trading Partner ID for purposes of billing on behalf of provider
 - When calling help desk for password resets, be prepared to self-identify as individuals submitting claims on behalf of provider
- Department reserves right to revoke or suspend previously granted user access when security violations or fraudulent activity suspected



Web Portal Login Rules

- Only **one** valid login session can be open at a time
- For security, users automatically logged-out after 30 minutes of inactivity
- Passwords
 - Are case-sensitive
 - Must be between 8 & 16 characters
 - Must contain at least one alphabetic & one numeric character
 - Cannot be re-used
- For login problems, use “I forgot my password” link on login page or contact TPA



NEW! Department Website

1.

<https://www.colorado.gov/hcpf>

www.colorado.gov/hcpf

COLORADO
Department of Health Care
Policy & Financing

Home

For Our Members

For Our Providers

For Our Stakeholders

2.

For Our Providers

We administer Medicaid, Child Health Plan *Plus*, and other health care programs for Coloradans who qualify.

Explore
Benefits



Apply
Now



Find
Doctors



Get
Help



Feeling Sick?

For medical advice, call the Nurse Line:

800-283-3221



**Get Covered.
Stay Healthy.**

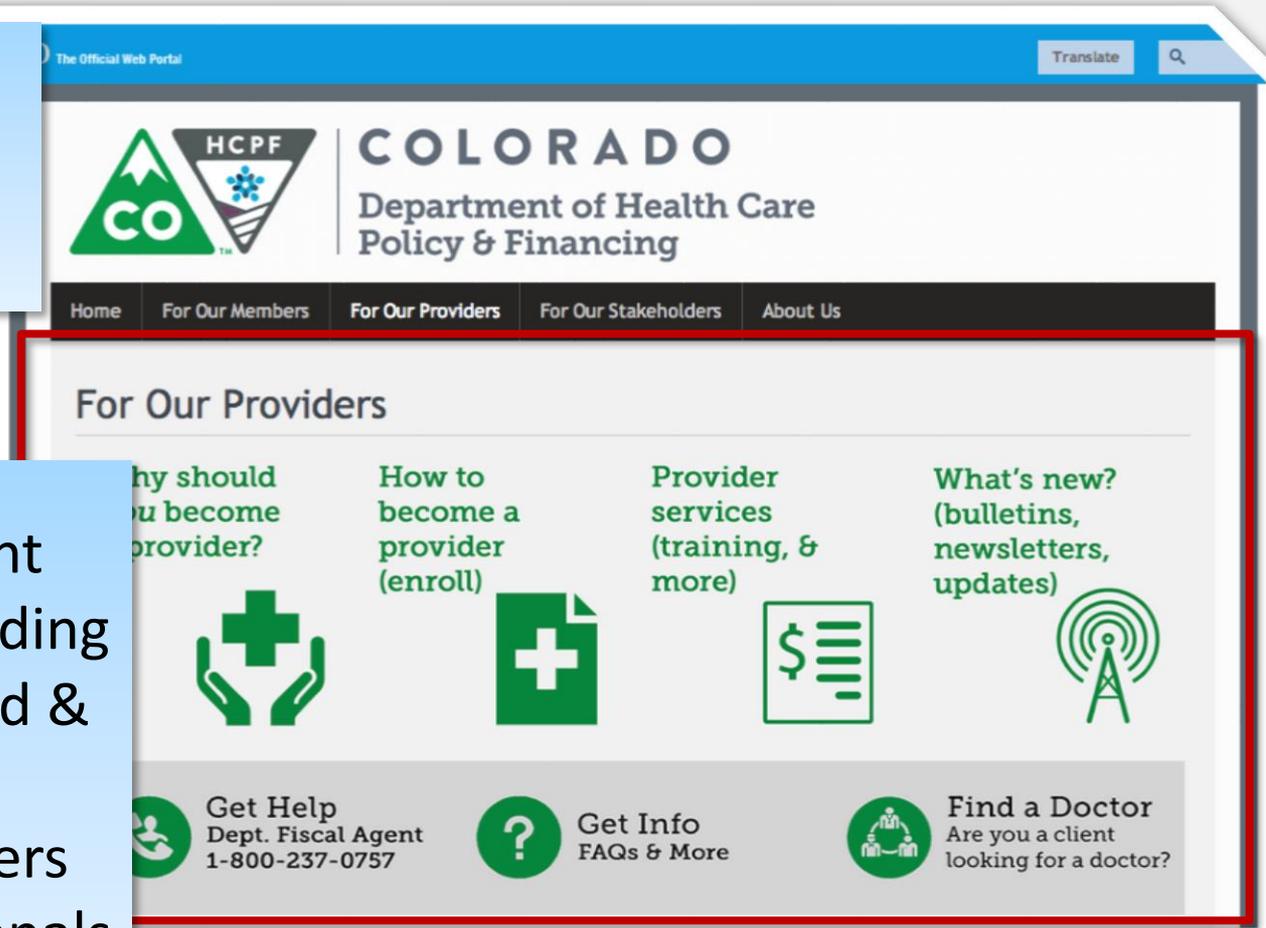
colorado.gov/health



NEW! Provider Home Page

Find what you need here

Contains important information regarding Colorado Medicaid & other topics of interest to providers & billing professionals



Web Portal Login Page

STATE OF COLORADO
1876

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CIGP CPPC Old Age Pension HIPAA

Colorado Medical Assistance Program Web Portal

Login

Access to this application is restricted to those who have been authorized by the Colorado Department of Health Care Policy and Financing. The department is tracking all users in the system and all uses of the system. All unauthorized activity will be prosecuted to the full extent of the law.

User Name:*

Password:*

Login Change Password

Note: Password is case sensitive

[I forgot my user name.](#)

[I forgot my password.](#)

System Status Messages:

The Portal is currently available.

Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818

Log-in to access Web Portal

Securely reset password or request user name here



Web Portal Main Page

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICIP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program

Secure Web Portal

Trading Partner ID-

What's New!

All Colorado Medical Assistance Program Web Portal users must have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the **Help** menu option, the **TPA User Guide**, and available training for more information.

System Status Messages

Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		

Eligibility	Last Week	First Week

PAR	Last Week	First Week

Based on your access rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

Left-hand navigation menu: Frequently Asked Questions, User Profile Maintenance, BUS, SAVE System, Eligibility, Claims, PAR, File and Report Service, Data Maintenance, Medicaid Provider Lookup, Code Set Maintenance, Administration, System Reports, System Maintenance, PORTAL MANAGER, Web Portal Training, Reset Login, (MMIS) Provider Data Maintenance

How is the Portal working?

What's New

User Access dependent on roles assigned to user by TPA



Web Portal Main Page

Department of Health Care Policy and Financing

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Professional Claims		
Institutional Claims		

Eligibility	Last Week	First Week

PAR	Last Week

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Administrator's first task should be to set up the Trading Partner. Locate the Administration button in the left-hand navigation menu. Additional information can be found in the User Guides.

Administration → User Maintenance

System Reports → Claims/PAR Purge

System Maintenance → User Guide

PORTAL MANAGER

Web Portal Training

Reset Login

(MMIS) Provider Data Maintenance

- To assign roles to users, TPA must access **Administration** then **User Maintenance**



User Lookup Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

User Lookup

User Name	Last Name	First Name

Page 1 of 1 Page
[\[Previous Page\]](#) [\[Next Page\]](#)

Search Criteria:

* * *

Add New User

User Name :

- Lists User Names of those who have access under the assigned Trading Partner number
- TPA may add, delete, update & change the user information

- TPA may add a new user here



User Maintenance Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

User Maintenance

Last Name: *

First Name: *

Middle Initial:

User Name: *

Session Locked:

Session Locked:

Password:

Confirm Password:

Roles

Available:

- RESTRICTED ADMIN
- TRADING PARTNER ADMIN
- ELIGIBILITY INQUIRY USER
- CLAIMS USER
- PARS USER
- PROVIDER(MMIS)

Assigned: *

Save Cancel Delete

TPA assigns:

- user information
- assign user roles

TPA can:

- reset passwords
- un-suspend accounts

Restricted Admin:

- Limited authority
- reset passwords
- un-suspend accounts



User Roles

Understanding User Names and Roles” quick sheet:

Lists differences between TPA & regular user

Includes a breakdown of what each role of users can do in Web Portal

Available at colorado.gov/hcpf
Provider Services → Colorado Medical Assistance Program Web Portal

MMIS Provider Data Maintenance Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICP CPCC Old Age Pension HIPAA

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System Status Messages

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Dental Claims		
Professional Claims		
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Eligibility	Last Week	Fi

PAR	Last Week	Fi

Based on your access rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

(MMIS) Provider Data Maintenance (MMIS) Provider Data Maintenance User Guide

- To view, correct, verify or update provider's file maintained in MMIS, users must access **MMIS Provider Data Maintenance** then MMIS Provider Data Maintenance



MMIS Provider Inquiry Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

MMIS Provider Inquiry

Provider ID: *

Tax ID/SSN: *

Colorado Department of Health Care Policy and Financing - 1570 Grant Street Denver, Colorado 80203-1818

Contact Us:

[HCPF Home](#) - [StateHome](#) 

[Privacy Statement](#) [Site Map](#)

- Enter 8-digit Medicaid ID & either the Social Security or Federal Tax ID of provider to access MMIS information

MMIS Provider Information

- National Provider Identifier (NPI) appears in NPI field if already registered in MMIS
- Any updates take approximately 24 hours

- The user that has their e-mail listed here will receive a link to the monthly bulletin



MMIS Provider Information

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

MMIS Provider Information - Questions on your provider information should be directed to ACS at 1-800-237-0757

Provider ID: _____ Tax ID/SSN: _____ Medical Home Provider Effective Date: _____ DBA: _____ Provider Name (Legal Name): _____ Status: ACTIVE Status Effective Date: _____

National Provider Identifier: _____

[Address and Publications](#) **Medicare/License Information** [Provider Affiliations](#) [ACC Provider Opt-In/Opt-Out](#)

Add/Del	Medicare ID	Begin Date	Type	License Number	End Date
-------------------------	-----------------------------	----------------------------	----------------------	--------------------------------	--------------------------

Medicare ID: _____ Begin Date: _____ Type: _____ [Add](#) [Remove](#)

Please contact Provider Services to update your license information.

[Print](#) [Submit](#) [Cancel](#)

(Note: Updates that are not allowed can be performed by submitting a paper request form.)

- License information is presented as “view-only” & may not be updated through Web Portal
- Updates may be submitted to Fiscal Agent on paper



MMIS Provider Information

The screenshot shows the MMIS Provider Information page. At the top is the Colorado Department of Health Care Policy and Financing logo and navigation links. Below is a form for provider information with fields for ID, tax ID, name, and dates. A navigation bar highlights 'Provider Affiliations'. A table for provider affiliations is shown below. At the bottom, there are input fields for adding or removing providers and action buttons.

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPCP](#) [Old Age Pension](#) [HIPAA](#)
[Main](#) [Help](#) [Log Out](#)

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Provider ID: _____ Tax ID/SSN: _____ DBA: _____ Provider Name (Legal Name): _____ Status: ACTIVE Status Effective Date: _____
Medical Home Provider Effective Date: _____

National Provider Identifier: _____

[Address and Publications](#) [Medicare/License Information](#) [Provider Affiliations](#) [ACC Provider Opt-In/Opt-Out](#)

Add/Del	Provider ID	Provider Name	Begin Date	End Date

Provider ID: _____ Begin Date: _____ End Date: _____
* * *

(Note: Updates that are not allowed can be performed by submitting a paper request form.)

- View, add, or remove affiliations here
- Once Submitted, provider confirmation page appears
- Check provider error report in File and Report Service (FRS) for errors when necessary



ACC Provider Opt-In/Opt-Out



MMIS Provider Information - Questions on your provider information should be directed to ACS at 1-800-237-0757

Provider ID: _____ Provider Name (Legal Name): _____
Tax ID/SSN: _____ DBA: _____ Status: ACTIVE Status Effective Date: _____
Medical Home Provider Effective Date: _____

National Provider Identifier: _____

[Address and Publications](#) | [Medicare/License Information](#) | [Provider Affiliations](#) | **ACC Provider Opt-In/Opt-Out**

[View PCMP State Contract](#)

Opt-In as a PCMP Provider

Opt-Out as a PCMP Provider

RCCO Affiliation

Region 1 - Rocky Mountain Health Plans
Region 2 - Colorado Access
Region 3 - Colorado Access
Region 4 - Integrated Community Health Partners, LLC
Region 5 - Colorado Access
Region 6 - Colorado Community Health Alliance
Region 7 - Community Health Partnership

RCCO Affiliation

Region 1 - Rocky Mountain Health Plans
Region 2 - Colorado Access
Region 3 - Colorado Access
Region 4 - Integrated Community Health Partners, LLC
Region 5 - Colorado Access
Region 6 - Colorado Community Health Alliance
Region 7 - Community Health Partnership

Accept Selections

Reset

(Note: If you choose to Opt-In as a PCMP Provider, PCMP Agreement will be created in a separate page.)

Print

Submit

Cancel

(Note: Updates that are not allowed can be performed by submitting a paper request form.)

- Make selections to become a PCMP with ACC Program
- Allows provider to partner with different RCCOs and serve members in ACC Program
- Elect to affiliate with RCCOs
 - Required to electronically sign contract
- Opt to remove affiliation with RCCO



Provider Maintenance Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICIP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program Secure Web Portal

Trading Partner ID-

What's New!

All Colorado Medical Assistance Program Web Portal users [must](#) have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the [Help](#) menu option, the *TPA User Guide*, and available training for more information.

System Status Messages

Claims	Last Week
Dental Claims	
Professional Claims	
Institutional Claims	

Eligibility	Last Week

PAR	Last Week

Navigation Menu:

- Frequently Asked Questions
- User Profile Maintenance
- BUS
- SAVE System
- Eligibility
- Claims
- PAR
- File and Report Service
- Data Maintenance**
- Medicaid Provider Lookup
- Code Set Maintenance
- Administration
- System Reports
- System Maintenance
- PORTAL MANAGER
- Web Portal Training
- Reset Login
- (MMIS) Provider Data Maintenance

Client Maintenance

Provider Maintenance

User Guide

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

- Add all billing and rendering providers associated with TP ID here
- This information is required before submitting claims



Provider Lookup Screen

Provider Lookup

Provider ID	Type	Name

Page 1 of 1 Page
[\[Previous Page\]](#) [\[Next Page\]](#)

Search Criteria:
* * *

Add New Provider
Provider ID:

- Lists Provider Names of those who have access under the assigned Trading Partner number
- TPA may add, delete, update & change the user information

- TPA may add a new provider here



Provider Maintenance Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Provider Maintenance

Provider ID:

Type: * Individual Organization

Last Name: * First Name: *

Organization Name:

Provider Identifier

If required, please enter the National Provider Identifier

ID Qualifier: * ID: *

Note: Address, City, State and Zip Code are required when the Provider is Billing or Service Facility

Categories: Billing Service Facility

Address: *

City: *

State: * Zip Code: *

• If required to bill using an NPI, the NPI must be used as the *ID Qualifier*

- When adding a *billing* provider in your database, be sure the “billing” box is checked
- Each provider must be added one at a time



Eligibility Inquiry Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICIP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program

Secure Web Portal

Trading Partner ID-

Frequently Asked Questions

User Profile Maintenance ▶

BUS ▶

SAVE System

Eligibility ▶

Claims ▶

PAR ▶

File and Report Service ▶

Data Maintenance ▶

Medicaid Provider Lookup ▶

Code Set Maintenance ▶

Administration ▶

System Reports ▶

System Maintenance ▶

PORTAL MANAGER ▶

Web Portal Training ▶

Reset Login

(MMIS) Provider Data Maintenance ▶

What's New!

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System Status Messages

Claims Last Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week

- To submit an interactive eligibility request or a Batch Eligibility Inquiry, users must access **Eligibility** then either **Eligibility Inquiry** or **Batch Eligibility Inquiry**



Eligibility Inquiry and Verification (270)

Client Eligibility Inquiry and Verification

Provider ID: National Provider Identifier

Service Type Code:*

From DOS :*

Through DOS :*

Client Detail

State ID:

DOB:

Last Name:

First Name:

SSN:

To identify the client for an eligibility inquiry, at least one of the following combinations of data must be entered:

- a. State ID and DOB (Preferred Criteria)
- b. Last Name, First Name, and DOB
- c. SSN, Last Name, and First Name
- d. SSN and DOB

Submit Cancel Reset

- Users should check a members eligibility using the Billing Provider ID

- There are different scenarios for conducting a search
- Fields noted with “*” are required



Eligibility Request Response (271)

[Print](#) [Return To Eligibility Inquiry](#)

Eligibility Request

Provider ID: Nation:
From DOS: Throu:
Client Detail
State ID: D:
Last Name: First

CO MEDICAL ASSISTAN

Response Creation Date & Time: 05/

[Contact Information for Questions or](#)
Provider Relations Number: 800-237

[Requesting Provider](#)
Provider ID:
Name:

[Client Details](#)
Name:
State ID:

Client Eligibility Details

Eligibility Status: **Eligible**
Eligibility Benefit Date:
04/06/2011 - 04/06/2011
Guarantee Number: **111400000000**
Coverage Name: Medicaid

PREPAID HEALTH PLAN OR ACCOUNTABLE CARE COLLABORATIVE

Eligibility Benefit Date:
04/06/2011 - 04/06/2011
Messages:

MHPROV Services

Provider Name:
COLORADO HEALTH PARTNERSHIPS LLC

Provider Contact Phone Number:
800-804-5008

Information appears in sections:

- Requesting Provider, Member Details, Member Eligibility Details, etc.
- Use the scroll bar to the right to view more details

Successful inquiry notes a Guarantee Number:

- Print a copy of the response for the member's file when necessary

Reminder:

- Information received is based on what is available through the Colorado Benefits Management System (CBMS)
- Updates may take up to 72 hours



Member Maintenance Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CACP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program Secure Web Portal

Trading Partner ID-

Frequently Asked Questions

User Profile Maintenance ▶

BUS ▶

SAVE System

Eligibility ▶

Claims ▶

PAR ▶

File and Report Service ▶

Data Maintenance ▶

Medicaid Provider Lookup ▶

Code Set Maintenance ▶

Administration ▶

System Reports ▶

System Maintenance ▶

PORTAL MANAGER ▶

Web Portal Training ▶

Reset Login

(MMIS) Provider Data Maintenance ▶

What's New!

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System Status Messages

Claims Last Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week

Client Maintenance

Provider Maintenance : rights Training, User Guides, and Help may be gray bar or via the menu buttons.

User Guide

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

- Choose **Data Maintenance** then **Client Maintenance** to update, delete, or make changes to member information
- Changes do not effect MMIS or CBMS



Member Lookup Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Client Lookup

State ID	Last Name	First Name	SSN	Date of Birth

Page 1 of 1 Page
[\[Previous Page\]](#) [\[Next Page\]](#)

Search Criteria:

* * *

Add New Client

State ID:

• Member is automatically added to provider's Member Database when a successful eligibility inquiry is processed

• User may add a new member here



Member Maintenance Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Client Maintenance

State ID:* DOB:*

Last Name:* First Name:*

Middle Initial:

SSN: Gender:

Patient Account Number: Medicare Number:

Address:*

City:*

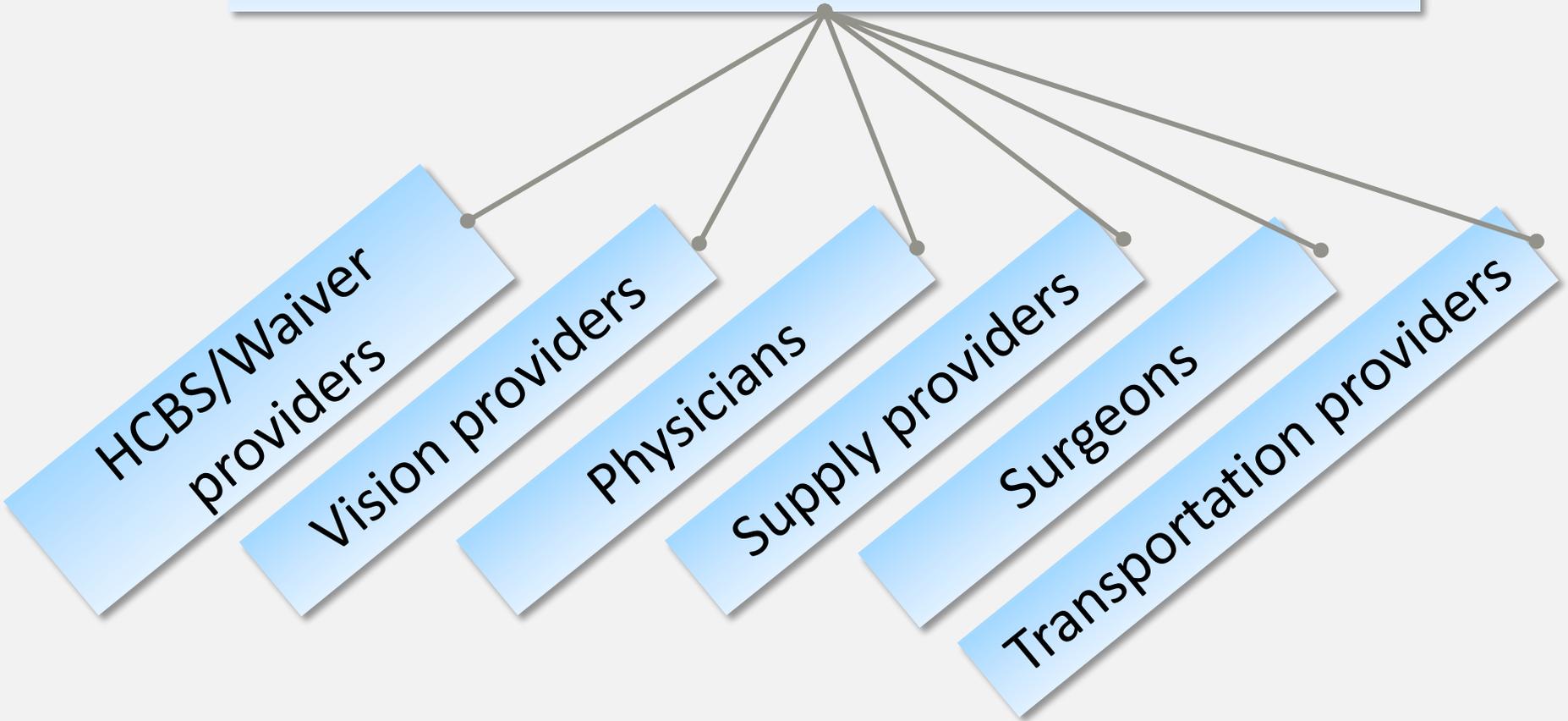
State:* Zip Code:*

- Successful eligibility inquiry adds member's information, with exception of Patient Account # (assigned by provider)



Claims Submission 837P

Who completes the 837P?



Professional Claim Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICIP CPPC Old Age Pension HIPAA

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System Status Messages

Claims Last Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week First Week

Navigation Menu:

- Frequently Asked Questions
- User Profile Maintenance
- BUS
- SAVE System
- Eligibility
- Claims (Selected) - Professional
- PAR - Dental
- File and Report Service - Institutional
- Data Maintenance - Claim Status Inquiry
- Medicaid Provider Lookup - Activity Tracing Report
- Code Set Maintenance - User Guide
- Administration
- System Reports
- System Maintenance
- PORTAL MANAGER
- Web Portal Training
- Reset Login
- (MMIS) Provider Data Maintenance

Additional Text:

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

• Choose **Professional** option under Claims on main menu to submit 837P claim



Professional Claim Lookup Screen

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICIP CPPC Old Age Pension HIPAA
Main Help Log Out

Professional Claim Lookup

State ID	Claim Status	Client Name	Date Of Serv	Prov ID	PAR ID	Total Charge	Entry Date	Orig/Adj

default result set based on the last 120 days of Date of Entry

Page 0 of 0 Page Go Print

[\[Previous Page\]](#) [\[Next Page\]](#)

Edit Copy Delete View/Print Adjustment ClaimStatus View Claim Response

Search Criteria:

* State ID * Equals

* Entry Date From: Through:

Claims older than 2 years by Date of Submission are regularly purged from the system.

Search Reset

Add New Professional Claim/ Adjustment

Add New Claim Adjustment

Check Status Of Claims:

Claims Status Request

- Choose the **Copy** or **Adjustment** button to add or adjust claims shown on grid

- To submit a new claim, choose **Add New Claim** button
- Check the **Adjustment** box to adjust claims not shown on grid



Client's Info Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Professional Claim

Client's Information

State ID: * Last Name: * First Name: * MI:
Street Address: City: State: Zip:
DOB: * Gender: * Patient Account Number: *

Claim Submission Type

Claim TCN: Adjustment TCN: Frequency Type Code: *

Billing Provider Information *If required, please add the National Provider Identifier to the provider's maintenance record.*

Provider ID: * National Provider Identifier: Taxonomy Code: CLIA Number:
Signature on File: * Y N Release of Information: *

Other Provider Information *If required, please provide the National Provider Identifier.*

Service Facility Provider ID: Service Facility National Provider Identifier:
Street Address: City: State: Zip:
Supervising Provider ID: Supervising National Provider Identifier:

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Save Save & Exit Submit Cancel Re...

• Enter new or adjusted claim data on this screen

• **Frequency Type Code** always set to original when submitting new claims

• **CLIA Number** for laboratory claims, CLIA Number can now be entered here or on **Detail Line Items** tab



Clinical Laboratory Improvement Amendments (CLIA) Field

- CLIA Number only needs to be entered once if related to all procedure codes for the claim
- For multiple CLIA Numbers for multiple procedure codes, continue entering on Detail Line Items tab for each claim detail line
- New field validation ensures CLIA Number entered using following format: “99D9999999”
- Beginning July 1, 2011, failure to submit correct CLIA Number with claim will result in claim denial



Claim Info Tab

Client's Info | **Claim Info** | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Professional Claim

Claim Information

Accident Information

Related Cause Code : Accident Date :

Related Cause Code :

Claim Data

Pregnancy Indicator : * Y N Prior Auth Number : Illness/First Symptom Date :

Special Program Indicator : EPSDT Referral Given ? Y N EPSDT Condition Ind :

Diag 1 : * Diag 2 : Diag 3 : Diag 4 :

Claim Notes /LBOD : Note Reference Code :

Delay Reason Code :

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Save Save & Exit Submit Cancel Res

- Document the Late Bill Override Date (LBOD) on this tab
- You must choose a *Note Reference* and *Delay Reason Code* if using the Claim Notes/LBOD field



Other Insurance Info Tab

Client's Info | Claim Info | **Other Insurance Info** | Detail Line Items | Transportation Info | Errors

Professional Claim

Other Insurance Information

Other Insurance Coverage: * 

Insured's Information

Last Name: First Name: MI:

Client Relationship to Insured:

Insurance Information

Company Name: Claim Filing Indicator:

Policy or Group Number: Member ID:

Amount Insurance Paid: \$ Date Insurance Paid/Denied:

Medicare Information

Medicare ID: Paid Date: Amount Paid: \$

Coinsurance: \$ Deductible: \$

Client's Info | Claim Info | **Other Insurance Info** | Detail Line Items | Transportation Info | Errors

Save Save & Exit Submit Cancel Reset

Five options to choose from:

- None (default)
- Medicare
- Third Party Liability
- Both



Detail Line Item Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Professional Claim

Total Charge: \$*

Detail Line Items If required, please provide the National Provider Identifier.

From DOS:

Through DOS:

Place of Service:

Procedure Code:

NDC:

Modifiers:

CLIA Number:

Units of Service:

Anesthesia Minutes:

Rendering Provider ID:

Referring Provider ID:

Emergency Indicator: Y N

Family Planning Indicator: Y N

Are these services a follow-up to an EPSDT screening: Y N

Diagnosis Indicator:

Charge Amount: \$*

UPDATE LINE ITEM | DELETE LINE ITEM

LI From DOS Through DOS POS Proc NDC M1 M2 M3 M4 Anesthesia Minutes CLIA Number Units Charge Amt Rendering Referring ER D1 D2 D3 D4 Family Plan

Number Of Line Items : 0
Total Amount : 0

Check here to accept the [Terms and Conditions](#)

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | Errors

Save | Save & Exit | Submit | Cancel | Reset

- **Total Amount** for claim automatically calculated
- The **Total Charge** field (top left corner) must be the same amount
- Each line item is the **Charge Amount**

- Before submitting claim, must check the **Terms and Conditions** box



Transportation Info Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | **Transportation Info** | Errors

Professional Claim

Transportation Information

Transportation Certification : * Y N

Certification Condition Indicator : * Y N

Condition Indicator : *

Transport Distance : * Ambulance Transport Reason Code : *

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | **Transportation Info** | Errors

Save Save & Exit Submit Cancel Reset

• The **Transportation Info** tab should be completed only when emergency transportation is provided

Note: Hospital-based transportation is billed using 837I format



Errors Tab

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | **Errors**

Professional Claim

Data Validation Errors

Service Line #	Code	Description
0	2013	Patient's Account Number must be entered.
0	2018	Billing Provider ID must be entered.
0	2020	Signature on File must be selected (Y or N)
0	2021	Release of Information must be selected.
0	2025	Pregnancy Indicator must be selected (Y or N)
0	2032	Primary Diagnosis must be entered.
0	2123	Total Charge must be entered.
0	2151	There must be at least one Detail Line on the claim.
0	2161	The Terms and Conditions on the Detail Line Items tab must be accepted.

PRINT

Client's Info | Claim Info | Other Insurance Info | Detail Line Items | Transportation Info | **Errors**

Save Save & Exit Submit Cancel Reset

- **Service Line # of 0** indicates an error exists on a tab **other than** the Detail Line Item tab
- If the error is related to a detail line item, the Service Line # will be a linked field, and clicking on it will take you to the tab with the error.



Claims Status Inquiry Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICIP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program Secure Web Portal

Trading Partner ID-

What's New!

All Colorado Medical Assistance Program Web Portal users must have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the [Help menu](#) for the **TPA User Guide**, and available training for

System Status Messages

Claims Last Week

Dental Claims

Professional Claims

Institutional Claims

Eligibility Last Week

PAR Last Week

Claim Status Inquiry

A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

• Choose **Claim Status Inquiry** to inquire about the status of any claim, even ones not submitted through the Web Portal (such as paper claims)



Claims Status Inquiry Access

The screenshot shows the web interface for the Colorado Department of Health Care Policy and Financing. At the top, there is a blue header with the state seal on the left, the department name in the center, and a mountain graphic on the right. Below the header is a navigation bar with links for 'Related Sites', 'Provider Services', 'CBMS', 'CHP+', 'CICP', 'CPPC', 'Old Age Pension', and 'HIPAA'. Further down are links for 'Main', 'Help', and 'Log Out'. The main content area is titled 'Claims Status Request' and is divided into three sections: 'Client Information', 'Provider Information', and 'Claim Information'. Each section contains various input fields, some marked with an asterisk to indicate they are required. The 'Client Information' section includes fields for State ID, Last Name, Gender, DOB, First Name, and Patient Account No. The 'Provider Information' section includes fields for Billing Provider ID, National Provider Identifier, and Name. The 'Claim Information' section includes fields for TCN, From DOS, and Through DOS. Below these fields is a note about submitting a Claim Status Request and two buttons: 'Submit', 'Cancel', and 'Reset'.

Claims Status Request

Client Information :

State ID : *

Last Name : *

Gender :

DOB : *

First Name : *

Patient Account No : *

Provider Information :

Billing Provider ID:

National Provider Identifier:

Name : *

Claim Information :

TCN:

From DOS :

Through DOS:

To submit a Claim Status Request one of the following must be entered.

a. TCN

b. Dates of Service.

- All fields noted with an “*” are required
- Refer to your Provider Claim Report (PCR) for details when necessary



File and Report Services Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICP CPPC Old Age Pension HIPAA

Main Help Log Out

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Secure Web Portal

Trading Partner ID-

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System Status Messages

Claims	Last Week
Dental Claims	
Professional Claims	
Institutional Claims	

Eligibility	Last Week

PAR	Last Week

File and Report Service

- View/Download Reports
- Data Maintenance
- Download Batch Reports
- Medicaid Provider Lookup
- User Guide: rights Training, User Guides, and Help may be available in the upper gray bar or via the menu buttons.
- Code Set Maintenance
- Administration
- A Trading Partner Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.
- System Reports
- System Maintenance
- PORTAL MANAGER
- Web Portal Training
- Reset Login
- (MMIS) Provider Data Maintenance

• Choose **View / Download Reports** from the File and Report Service (FRS) option to access reports



File and Report Services Screen

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

File and Report Service

Enter Search Criteria

Hold "ctrl" key while clicking to select multiple report types

Report Types

- Colorado 271
- Colorado 820
- Colorado 835
- Colorado 997
- Provider Error Reports
- X12_270
- X12_270_Batch
- X12_276
- X12_278

Start Date :

End Date :

Report Listing was last refreshed at : 5/19/2011 3:17
The next refresh will be at : 5/19/2011 3:47

Refresh the Report Listing now

Please refer to the online FRS Training, User guide, and Help for functionality questions. If you are unable to retrieve reports/transactions from the FRS please contact ACS at 1-800-237-0757. For all other Web Portal issues call 1-888-538-4275

NOTE: Files bigger than 2 MB in size can only be downloaded in a Batch request. Please refer to the FRS User Guide for details.

- Reports available for 60 days after posting
- \$2.00 charge per page applied for copies requested from fiscal agent
- Contact Fiscal Agent at 1-800-237-0757 for assistance



Medicaid Provider Lookup Access

Department of Health Care Policy and Financing

Related Sites: Provider Services CBMS CHP+ CICP CPPC Old Age Pension HIPAA

Main Help Log Out

Welcome to the Colorado Medical Assistance Program

Secure Web Portal

Trading Partner ID-

Frequently Asked Questions

User Profile Maintenance

BUS

SAVE System

Eligibility

Claims

PAR

File and Report Service

Data Maintenance

Medicaid Provider Lookup

Code Set Maintenance

Administration

System Reports

System Maintenance

PORTAL MANAGER

Web Portal Training

Reset Login

(MMIS) Provider Data Maintenance

What's New!

All Colorado Medical Assistance Program Web Portal users [must](#) have their own **User Name** and **Password**. Sharing login information is prohibited. Trading Partner Administrators can create new users by selecting **Administration** → **User Maintenance** from the left-hand navigation menu. Please see the [Help](#) menu option, the *TPA User Guide*, and available training for more information.

Medicaid Provider Lookup rights Training, User Guides, and Help may be gray bar or via the menu buttons.

User Guide Administrator's first task should be to set up the users for their Trading Partner. Locate the Administration button in the menu and select User Maintenance. Additional information can be found in the Training and the User Guides.

System Status Messages

Claims	Last Week	First Week
Dental Claims		
Professional Claims		
Institutional Claims		
Eligibility	Last Week	
PAR	Last Week	

- Choose **Medicaid Provider Lookup** option on main menu to search for providers with specialties



Medicaid Provider Lookup Screen

The screenshot shows the Medicaid Provider Lookup interface. At the top is the Colorado Department of Health Care Policy and Financing logo and navigation links. The main search area includes sections for General Criteria, Location Criteria, and Specialty Criteria. The Specialty Criteria dropdown is open, showing a list of medical specialties. A note on the right of the dropdown explains how to select multiple specialties. At the bottom, there is a search button, a reset button, and a page size selector set to 12 per page.

Department of Health Care Policy and Financing

Related Sites: [Provider Services](#) [CBMS](#) [CHP+](#) [CICP](#) [CPPC](#) [Old Age Pension](#) [HIPAA](#)

[Main](#) [Help](#) [Log Out](#)

Medicaid Provider Lookup

General Criteria:

Provider Type:

Provider's Last Name or Clinic Name Begins With:

Location Criteria:

City:

State:

Zip:

County:

Specialty Criteria:

- Adolescent Medicine
- Adult Day Service
- Allergy
- Allergy, Pediatric
- Anesthesiology
- BI Adult Day Service
- BI Assistive Technology
- BI Behavioral Programming
- BI Day Treatment
- BI Indep Living Skills Train
- BI Institutional Respite Care
- BI Mental Health Counseling
- BI Personal Care Service
- BI Respite Care
- BI Substance Abuse Counseling
- BI Supported Living Program

To Select Multiple Specialties hold down the Ctrl key.

This lookup contains providers enrolled with Medicaid; it does not identify providers who are currently accepting new patients.

12 per page

• Search limited to Medicaid providers currently enrolled in Colorado Medical Assistance Program



Web Portal Support

- For all password resets & technical support, contact CGI Help Desk: 1-888-538-4275, option 1 or helpdesk.HCG.central.us@cgi.com
- Missing TPA Welcome Letter? Contact HCPF Security Administrators: 303-866-4473
- For Billing Questions, contact Fiscal Agent Provider Services at 1-800-237-0757
- Billing Instructions - choose Provider Services option on top grey menu bar
- End User Training (online) - located in main menu
- User Guides – located in main menu
- Help Guide option – on upper grey menu bar & on each Web Portal page



Thank You!

