



COLORADO
Department of Health Care
Policy & Financing

Dear Nursing Facility Provider,

Re: Nursing Facility Patient Liability Issue

What was expected:

Nursing Home Patient liability amount should be deducted monthly.

What happened:

The patient liability amount was automatically deducted from the first claim, as expected. However, if you submitted multiple claims for the same client (in the same month), the patient liability amount may have been incorrectly deducted on each subsequent claim for that member.

The fix:

A system fix has been put in place, and patient liability is being deducted correctly.

An adjustment for all claims where patient liability was incorrectly deducted, is *scheduled* to occur Friday March 17.

If HPE is unable to complete the adjustment in time for Friday's (3/17) financial cycle, it will be completed in time for the following cycle (3/24).

Thank you,

Health First Colorado and Child Health Plan *Plus* (CHP+)

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

See what's happening on our social sites

