



Dear ACF Provider,

The ACF daily rate for EBD clients increased by \$0.72 for dates of service on or after October 1, 2017, from \$51.20 to \$51.92. However, the increased rates may not have been paid because case managers did not have the opportunity to revise PETIs and PARs before October billing began. Please be aware this rate increase does not apply to CMHS clients.

You have the option to correct this and receive the additional \$0.72 per day per client by following the steps below. Note that claims for all impacted dates of service **must be voided** by providers in order for PAR revisions to be performed. The steps below, if followed, will minimize the financial impact to your agency and to the case manager. Interim payments are also available and can be initiated by contacting the DXC [Provider Services Call Center](#) (1-844-235-2387).

- 1) Stop billing all ACF claims.
- 2) Contact your case manager by **November 30, 2017**, indicating you wish to get the higher rate. Delaying this decision will compound the financial impact and its subsequent resolution.
- 3) Agree on the time period the case manager can get the revision done.
  - You will need to give the case manager about a week for the PAR revision to take place.
  - Given the number of revisions that will need to be completed, an agreed upon timeframe must be in place before this process begins.
    - **Example:** "The Case Manager can complete the revision between December 1, 2017, and December 8, 2017."
  - **No billing can take place during this time.**
- 4) Using the instructions from the [Provider Web Portal Quick Guide - Copy Adjust or Void a Claim](#), void the impacted claims before the date you agree to with the case manager.
- 5) Allow the case manager to complete the revision, changing the line item to reflect an end date of September 30, 2017, and a start date of October 1, 2017, and obtain confirmation that the work was done (screenshots, etc.).
- 6) Rebill all impacted claims.

A copy of this message has been provided to all Single Entry Point Case Management Agencies to assure maximum cooperation across all impacted parties.

We acknowledge the frustration this issue has caused you and your agency. Interim payments are available to help mitigate the financial impact your agency may experience. Please contact the DXC [Provider Services Call Center](#) at 1-844-235-2387 if your agency needs assistance with voiding, rebilling, or to request an interim payment. Please also be patient with your case manager as this rate change impacts approximately five thousand clients.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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