



**COLORADO**  
Department of Health Care  
Policy & Financing

Dear Pharmacy Provider,

**Re: Common Claim Denial Reasons and Resolutions**

**Medicare Part D**

If the claim denies for NCPDP 41 - Submit bill to other processor or primary payer because the client has Medicare Part D.

If a member becomes eligible for Medicare Part D but is not enrolled in a program or has questions about Medicare Part D, there is an assistance program to help them get enrolled.

**It is called CO SHIP.**

The phone number is 1-888-696-7213. Please provide this to members to help with any questions about Medicare.

**Client Demographic**

If the claim denies for NCPDP CA - M/I Patient first name; NCPDP CB - M/I Patient last name; NCPDP 09 - M/I Birthdate;

Please check the accuracy of the client information submitted on the claims. Edits are performed on client first name, client last name and Date of Birth. If you are unsure of the accuracy of the data being submitted, please confirm with clients whenever possible to avoid claim rejections.

**Incarcerated Indicator**

If a member is saying their eligibility is different than what is indicated in the system, please call Magellan before turning the member away without their prescription. Magellan can confirm whether the system is showing a discrepancy, and if an override is needed.

Number for **providers** to call: 1-800-424-5725.

Members can also inquire about their eligibility through the Health First Colorado Member Contact Center. If a **member** is asking for a phone number to call, please give them the following phone number: 1-800-221-3943.

## MCO Contact information

If the claim denies for NCPDP AF - Patient Enrolled Under Managed Care  
Please use the following chart for MCO contact information.

Original Benefit Plan Code/ Pharmacy Benefit	Managed Care Indicator	Managed Care Indicator Description - Short	Impact to Adjudication	Supplemental Message
Managed Care Ind: PIHP	PIHP	Denver Health Medicaid Choice (PIHP)	Encounter Claims Only	Contact Denver Health Medicaid Choice at 1-800-700-8140
Managed Care Ind: RMHP	RMHP	Rocky Mountain Health Plans Prime	Encounter Claims Only	Contact Rocky Mountain Health Plan Primes at 1-800-854-4558
Managed Care Ind: SMCN	SMCN	State Managed Care Network	Encounter Claims Only	Contact State Managed Care Network at 1-800-414-6198, option 5
Managed Care Ind: CHP+M	CHP+M	Child Health Plan Plus	CHP+M indicator represents enrollment in one of the following CHP+ Medical Managed Care entity:	No change, MRx contact center will provide providers the contact info to the managed care providers:  <b>Colorado Access</b> 1-888-214-1101 <a href="http://www.coaccess.com">www.coaccess.com</a>  <b>Denver Health</b>  <b>Kaiser Permanente</b>  <b>Rocky Mountain Health Plan</b>  <b>Colorado Access</b> 1-888-214-1101 <a href="http://www.coaccess.com">www.coaccess.com</a>  <b>Denver Health</b> 1-800-700-8140 <a href="http://www.denverhealthmedicalplan.com">www.denverhealthmedicalplan.com</a>  <b>Kaiser Permanente</b> 303-338-3800 <a href="http://www.kaiserpermanente.org">www.kaiserpermanente.org</a>  <b>Rocky Mountain Health Plan</b> 1-800-346-4643 <a href="http://www.rmhp.org">www.rmhp.org</a>  <b>Colorado Choice</b> 1-800-475-8466 <a href="http://www.coloradochoicehp.com">www.coloradochoicehp.com</a>

Thank you,

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

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